

# Faith Peterson

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## Summary

Senior product development specialist who uses deep experience and influence to help software product teams make sure good delivery happens. I work with teams in companies sized 50-500 employees to build and enhance systems that small to enterprise-scale businesses and organizations use.

Core competencies include multi-sided markets and B2B/B2B2C SaaS platforms and applications, project discovery, scoping, and initiation, release planning, and delivery process facilitation.

## Highlights

- Enabled enterprise systems teams to complete 3rd-party integration by mapping cross-functional impact across order-to-cash and catalog management systems. Created lasting value by producing reference artifact teams used in ongoing systems work.
- Piloted end-to-end BDD implementation with software architects, creating an iterative delivery process with dynamic scenario tagging that enabled parallel development and testing workflows, reduced rework, and predictable increments.
- Conducted comprehensive functional and process discovery for Electronic Visit Verification integration serving 60,000 users across 6 states, informing design decisions for solution projected to eliminate 4,000 daily support calls.

## Experience

- ScrumMaster, Trainer/Coach, Data Analyst — Healthcare Client - Patient Engagement
  - Project Initiation
  - Team Transformation
  - User Story Refinement and Acceptance Criteria
  - Data Standardization Analysis and Assessment
- Sr Product Manager — Talent Acquisition Platform
- Sr. Business Analyst / Product Owner — Field Force Management for Home Care
- Product Manager — Educational Assessment System
- Business Systems Analyst — e-Commerce
- Sr. Business Systems Analyst — Automotive Remarketing System
- Requirements Analyst — Nonprofit Development (Salesforce Donor Database) [*Pro Bono - Taproot Foundation*]

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**Certifications:** ScrumMaster ◦ Scrum Product Owner ◦ Usability Analyst