

# Miriam Oliveira

## Product Owner/ Project Analyst

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### SUMMARY

Product Owner with 2 years of experience in Project Management, User Story, and Agile Methodologies. Proven ability in communication, planning, and business strategy. Expertise in Jira, Backlog prioritization, Sprint Review and Customer Experience.

### SKILLS

**Proficient:** Product Management, Agile Methodologies, Scrum, Communication

**Intermediate:** Development, Microsoft Office

**Beginner:** Java, Python, Low Cod

### PROFESSIONAL EXPERIENCE

#### Product Owner

Korporate Solution Factory, City, BR – Remote

August/2023 to Present

#### Core Responsibilities:

- Product Discovery after project budget approval from the client. Utilizing project objectives and product strategy as inputs to define technical requirements and product specifications. Implementation of the Scrum methodology to conduct project rituals and reporting, resulting in 100% mitigation of homologation errors with the client after delivery.;
- Act as software quality consultancy with partners. Promoting workshops and continuous improvement together with a quality analyst. After implementing quality metrics, the consultancy contract was renewed for another year;
- Carry out the preparation of the backlog, creating acceptance criteria and using the BDD (Behavior Oriented Development) technique for writing history. In addition, to provide reports together with partners, I send a fortnightly report. Following prioritization, a database translation project was delivered one month in advance.

**Key Technologies and Tools:** Product Management, Software, Api, Defining Requirements, User Stories, QA, Scrum; Customer Satisfaction

#### Product Owner/Project Analyst

Bradesco Bank, Osasco, BR – On-site

04/2021 to 08/2023

#### Core Responsibilities:

- Conduct business flow and feasibility study together with the responsible areas;
- Manage sprint planning meetings with the dev team and preparation of the project schedule;

**Key Technologies and Tools:** Problem Solving, Project Management, Product Vision, Product Operations

**Administrative Assistant/Intern**

Bradesco Bank, Osasco, BR – on-site

02/2015 to 04/2022

**Core Responsibilities:**

- Contact the Organization's employees, so that together we can see a solution with the client and Regulatory Bodies.
- Initiate projects to implement actions to deliver value to the customer. We use the Lean methodology that aims to optimize processes and before mapping out a new process and reformulating it end to end; we could retain up to 20% of customer migration to other channels.

**Key Technologies and Tools:** Administration, Business Analysis, Skilled Multi-tasker, Problem Solving, BPM,**EDUCATION****Bachelor of Business**

UNIP, Barueri, São Paulo, São Paulo

02/2014 to 11/2017

- **Relevant coursework:** Business, Strategy, and Project
- **Bachelor Thesis:** Business games - Driving the strategy

**Master Business of Project Management**

USP, Piracicaba, São Paulo, São Paulo

10/2021 to 08/2023

- **Relevant coursework:** Project Management, Strategy, Agile Methodologies and Business
- **Bachelor Thesis:** Project Management - Social Impact

**Internacional Specialization of Advanced Project Management**

La Verne University, La Verne, Los Angeles, California

01/2024 to 02/2024

- **Relevant coursework:** Project Management, Strategy, Agile Methodologies and Business visits
- **Bachelor Thesis:** Study Case- Eurotunnunel (Important Topics about Project Management)

**CERTIFICATES/COURSES****Business English, Program**

ELS Educational Services, Inc, USA

jan/2024

**Product Owner, Certificated**

Triple A, Brazil

feb/2022

**Scrum Foundation Professional Certificate SFPC**

CertiProf International

may/2022

**Scrum Master, Certificated**

DNC, Brazil

jan/2021

**Agile Expert, Agile Methodologies**

XP Education, Brazil

dec/2021

**Scrum Fundamentals Certified**

SCRUMstudy

oct/2020

## **LANGUAGES**

**Portuguese:** Native

**English:** Intermediate (B2)- Professional