

ISABEL CARDOSO

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PROFESSIONAL SUMAMRY

I'm a Technology Project & Product Manager with + 5 years of experience having worked for small uprising business as well as long term projects for big companies with complex business requirements. The value I bring to your business is to understand your unique needs and to effectively communicate them into an assertive and detailed business plan that will make you reach the results you want, using the best practices in the field. Capable product management professional well-versed in coordinating scopes, laying out roadmaps and managing timelines. I track metrics and deliverables against objectives and skillfully addresses any problems. I set goals and identify strategies to efficiently achieve customer, project and product goals.

WORK EXPERIENCE

PRODUCT MANAGER – REMEDY POINT STUDIO

Location: New Jersey – NY From: Nov 2022 To: Jun 2024

- To manage stakeholder's expectations, to record and clarify business requirements, to create reports to manage product roadmap evolution, timeline, releases, risk management, bugs, etc
- To manage value improvements and technical improvements such as refactoring, software architecture and safety to assure sustainability and product growth
- To create work items based on best practices of user stories writing, epis, tasks, etc
- To create acceptance criteria for QA test cases based on the expected behaviors of functionalities to be developed (BDD)
- To prioritize backlog according to priorities shared by stakeholders or according to higher value deliveries identified through product's metrics (OKRs)
- To organize the backlog into features and epics which delivers value to customer
- I use management skills and industry expertise to help build optimal solutions for both end-users and team members.
- I inspect pre-release progress, recommended changes and consistently met timelines.
- Work with designers to specify high-quality user stories using a consistent upstream flow and business requirement.
- Create detailed understanding of customer's needs and product usage and translate it into comprehensive business requirements that work as source of knowledge to both team members and stakeholders.
- Solve problems of process flows, create and align solutions for system usage and connect information and process among several systems.

PRODUCT OWNER – ALBERT EINSTEIN HOSPITAL

Location: São Paulo – SP From: Nov 2021 To: Nov 2022

- To manage stakeholder's expectations regarding one of the main apps developed on Albert Einstein's Hospital, to create reports to manage roadmap evolution.

- To create work items based on good practices of user stories, problem solving, tasks, etc, as to also explain expected behaviors of functionalities to be developed (BDD)
- To prioritize backlog according to problems to be solved shared by stakeholders or according to higher value deliveries identified through product's metrics
- To organize the backlog into features and epics which deliver value to customer
- To conduct ceremonies from agile framework.
- Provided estimates for large and complex size work efforts, increasing accuracy of estimates as work efforts progressed.
- Acted as primary point of contact for prioritizing and articulating requirements to development team and for the director board of the hospital.
- Set objectives and goals, breaking down concepts into manageable achievable steps and assessing risks and problems.

AGILE MASTER – DASA BRASIL

Location: São Paulo – SP From: Nov 2020 To: Nov 2021

- To promote continuous improvement through SCRUM framework.
- Streamlined processes by introducing automation tools that reduced manual workloads.
- Developed comprehensive training programs for new team members on project processes.
- Implemented Agile methodologies to improve team efficiency and project delivery.
- Facilitated daily stand-up meetings to track progress and address any issues.
- To facilitate meetings and promote improvement of the quality of those meetings.
- To engage team on delivering value to customer, to coach team members on SCRUM values, ceremonies, artifacts, etc.
- To promote self-organized and high performance teams, to measure teams' performance to promote improvements on workflows based on data

SCRUM MASTER AND PRODUCT OWNER – SANOFI AVENTIS

Location: São Paulo – SP From: Feb 2019 To: Nov 2020

- SCRUM Master in several team types (since analysts until directors and managers), facilitating ceremonies for a healthcare software, guiding the understanding of agile values, implementing performance metrics for agile teams and developing new SCRUM Masters and Product Owners.
- I have also worked as a PO managing the roadmap of medium complexity projects.
- Automation project management (RPA) and OEA certification.
- Publication of OKRs and reports to management and directors (Brazil and Latin America).
- Implementation of continuous improvement (PDCA) and lean.

EDUCATION

Bachelor of Science: Business Administration and Management
UNIVERSIDADE NOVE DE JULHO – São Paulo, SP

LANGUAGES

ENGLISH, bilingual or proficient (c2)
PORTUGUESE, bilingual or proficient (c2)
SPANISH, upper intermediate (b2)

CERTIFICATES

- LEARN JIRA WITH REAL-WORLD EXAMPLES (PLUS CONFLUENCE) - Udemy Academy - 2024
- SCRUM PRODUCT OWNER - Scrum Alliance – 2020

- CERTIFIED AGILE COAH - Massimus – 2020
 - SCRUM MASTER - SCRUM Alliance
 - MANAGEMENT 3.0 - Happy Melly – 2019
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SKILLS

- Jira - advanced
- Confluence - advanced
- Microsoft office - advanced
- Figma - intermediary
- Azure - intermediary
- Hotjar - intermediary
- Strong interpersonal and communication skills
- Strong ability to work collaboratively with the team
- Leadership
- High sense of organization