**Jennifer Opperman**

**(641) 451-1686 | hawkeyes35.jc@gmail.com |11779 Mink Blvd, Bloomfield, IA 52537**

Product Owner/Scrum Master with 5 years of experience supporting Stakeholders wants and needs for an operations team as well as project teams. Aiming to utilize my ability to communicate stakeholder requirements to the development team to build the solution needed to support the organization that will achieve the goals of your company using Agile Methodology.

**Professional Skills:**

• User Acceptance Testing • Management • Negotiation

• Process Improvement • Project Management • SharePoint

• Reporting • SharePoint • Six Sigma Yellow Belt

• Six Sigma Yellow Belt • Create User Stories • Kanban • Microsoft Office Suite • Agile Methodology • Rally

• Registered Corporate Coach • Documentation • TFS

• Series 99 License • Problem Solving • Vizio

• Root Cause Analysis • Project Management • Product Launch • Process Improvement • Research • Management • Strategic Thinking • Business Analysis • Reporting • CSPO • Strategic Thinking • SDLC

**Work Experience:**

**United Health Group-Minnesota June 2022 to July 2023**

**SR Product Owner**  **December 2022-July 2023**

Support the selection of project and initiative resources |Create Flows for the project |Work with Development team to understand the business needs |Create User Stories based on business requirements |Facilitate requirement visioning sessions, working with teams as required and prioritizing feature list, product |Provide timely information and report key decisions to product/development team |Prepare and attend milestone reviews to key stakeholders |Attend backlog grooming, sprint planning and retrospective meetings |Projects included moving telephony system from cisco to Genesis platform

**SR Project Manager/BA**  **June 2022-December 2022**

Support the selection of project and initiative resources |Initiate project |Document project requirements |Created documents to show requirements for digital mobile and web OTC Medicine |assisted in defining business problems and facilitated solutions for digital services and products |Work with key stakeholders to create an integrated project plan focusing on the outlined goals |Monitor and control project while working through planning, execution and closing |Close project when completed by working with client for sign off, release resources no longer needed, review the work and archive the project |Facilitate requirement visioning sessions, working with teams as required and prioritizing feature list, product

|Complete impact analysis (supporting cost/benefit analysis), focus on maximizing return on investment (ROI) |Provide timely information and report key decisions to product team • Prepare and attend milestone reviews to key stakeholders |Set up meetings to work with SMEs to document processes

**Cambridge Investment Research - Fairfield, Iowa**

**2009 to June 2022**

**SR Product Owner/Scrum Master** **December 2018 to June 2022**

Articulate product requirements in collaboration with development teams, sponsors and stakeholders utilizing an understanding of user and customer needs along with business goals |Work with the development team to support daily planning, review and subject matter expertise |Support the selection of project and initiative resources |Document project requirements |Facilitate requirement visioning sessions, working with teams as required and prioritizing feature list; product |Complete impact analysis (supporting cost/benefit analysis), focus on maximizing return on investment (ROI)|Own and prioritize the backlog to ensure the team is delivering optimal value |Provide timely information and report key decisions to technology management |Attend backlog grooming, sprint planning and retrospective meetings; working with Scrum Masters to select the amount of work the team believes it can do in each sprint and how many sprints are required |Prepare and attend milestone reviews to key stakeholders | Release planning and coordinating product launch |Set up meetings for team |Run Scrum, grooming, plannings, and retros |Remove roadblocks for the team |Projects included running 2 operations teams as well as a data conversion project Operations

**Operations Supervisor**  **Feburary 2017 to December 2018**

Lead a group of employees to work as a team |Conducted and presented employee reviews (90 day and yearly) |Worked with sponsor companies as issues arise to resolve them |Strategically plan to keep queues in Standard level services for Financial Professionals |Procedure Updates |QA/QC Review |Conduct potential new hire interviews

**Operations Team Lead**  **February 2016 to February 2017**

|Employee time clock reviews, and adjustments

| Lead daily queue direction for team’s work |Approve money movement for checks, ACH, and wire withdrawals from brokerage accounts |Assist Supervisor with tasks when needed |Escalations as they arose

**Operations Consultant**  **April 2013 to February 2016**

Approved money movement for client’s brokerage accounts|Called out to Financial Professionals and clients to verify money transactions|Deposited Stocks into client’s brokerage accounts |Notified Advisors of insufficient funds for Clients Senior Pershing

**Operation Coordinator**  **February 2009 to May 2013** Set up periodic bank instructions for client’s brokerage accounts |Send money out of client brokerage accounts to them via check, wire, or ACH |Delivery Notices |Customer Service |Set up client’s Brokerage accounts

**Education:**

Associates of Applied Arts, 2008 Indian Hills Community College– Ottumwa, Iowa

Associates of Computer Science, 2025 Indian Hills Community College-Ottumwa, Iowa

Certifications:

Six Sigma Yellow Belt Certified Scrum Product Owner (CSPO)

Registered Corporate Coach (RCC)

Finra Series 99 License

**References:**

Fawn Schooley, Bloomfield IA Susan Helfter, North Carolina

641-777-8581 718-419-5508

[fawn.schooley@cir2.com](mailto:fawn.schooley@cir2.com) [helfter@hotmail.com](mailto:helfter@hotmail.com)

James Cronce, Tennessee

262-496-0200

[cronce.james@gmail.com](mailto:cronce.james@gmail.com)

**Websites:** [www.linkedin.com/in/jennifer-opperman-5058a6218](http://www.linkedin.com/in/jennifer-opperman-5058a6218)