# **JAMES ROSARIO**

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## Accomplished business technologist with over 16 years experience leading enterprise-wide implementations, design and development of high technology products and managing business process solutions and support services operations. Proven track record with aligning information services with business goals and cutting costs while retaining productivity. Expert in building and operating best-in-class, large scale content processing systems.

## Core Competencies:

* Global Technology Leadership
* System Strategy (Build -vs- Buy)
* Certified Agile Scrum Master (PSM 1) and Product Owner
* Business Analysis and Project Management
* Strong Leadership and Management Skills
* Multisite & Multi-Project Execution
* Stakeholder Partnership
* Content Enrichment Processing
* Software Development
* Continuous Improvement
* Proficient in SQL Programming

**WORK EXPERIENCE & ACCOMPLISHMENTS**

**LexisNexis Group, Dayton OH •** May 1999 to July 2017

*Division of RELX Group and a leading global provider of content-enabled workflow solutions for the legal, risk management, corporate, government, law enforcement, accounting, and academic markets; locations in 175 countries and 10K+ employees*

**Consulting Business Analyst, Scrum Master and Product Owner (Agile) •** (July 2012 – July 2017)

*A representative sampling of work performed at LexisNexis: (I would welcome the opportunity to tell you more in person about the other fun projects)*

Collection and Conversion - Appointed to build an engineering team that to execute a strategic initiative that eventually employed 1200 Home-based attorneys. to modernize the legal collection and conversion platform. Recruited a strong first line leader and prioritized so that the team had a viable scope. Standardized the development process, cross-trained to eliminate single points of failure, improved the team dynamics and transparency. Brought in an architect to evaluate the technology strategy. These measures were successful and the team was able to release quality software in a predictable timeframe. Eliminated niche vendor technology consultants resulting in an annual savings of $1.4M.

*Key responsibilities as a Consulting Scrum Master:*

* Analyzed our current Agile processes, prioritize areas of improvement, and work alongside key stakeholders to implement the improvements
* Facilitated/participated in key Agile rituals across Scrum teams. Laid the cadence chart for all ceremonies while making sure the intended participation were in attendance.
* Motivated and coached the team; guided the team to self-organization, continuous improvement and cross-functionality and coached the team in modern development practices.
* Played a primary role in resolving conflict.
* Communicated project risks to development team and stakeholders
* Managed projects, features/stories in JIRA and TFS/VSTS providing software training to team members as needed.
* Monitored and reported on key Agile performance metrics to leadership team. Tracked and managed product backlog, burn-down metrics, velocity, and task break-down.
* Assisted in training team members and other fellow employees on Agile and Design Thinking concepts
* Managed various projects not directly related to software development as well.
* Laid down the structure for Feature Teams. Conducted Scrum of Scrum meetings for those Feature Teams.
* Made sure the backlog and stories were well defined and acceptance criteria were understood and left little room for ambiguity.
* Guarded and shielded the team from distractions and interruptions from other competing priorities.
* Retrospective items were well documented and encouraged the team to implement at least 3 items in the next iteration.
* Above all else, fostered and modeled a collaborative team environment driven to build great software while having fun

Drove efficiencies and streamline workflow processes on key initiatives and to provide operational support for the software applications that convert and enrich content to support Lexis Advance and other customer facing products which will increase NPS scores by reducing time to market. Leadership responsibility for strategic software development initiatives totaling over $50M over 5 years.

*Key responsibilities as a Business Analyst:*

* Used business process analysis methodologies, use case models, change management and flow diagrams to assess feasibility, address risks, manage costs
* Responsible for Content System Architecture initiatives to update the legacy platform, workflows, and tools with a flexible, modern, media-neutral infrastructure. Resulted in significantly enhanced content system infrastructure for these projects leading to improved content delivery in the marketplace.
* Collaborated with the cross teams to build the business case/ project justification (including cost benefit analysis and feasibility studies) and identify risks associated with product requirements.
* Lead the team members to elicit and manage key requirements and prioritization. Mentored team members in business analysis principles, patterns, processes and practices.
* Managed and prioritized requirements in BluePrint Requirements Center.

Content Competitive Intelligence - Analyzed and visualized critical aspects of Legal content using data mining, geographical analytics, dashboards, and innovative visualization software. The key driver was to identify content gaps and time to market in comparison to our competition. Provided guidance to the development team to create and implement operational dashboards. The dashboards provided instant insight so to increase competitive advantage by allowing Stakeholders to fund additional content collection sources and tweaking existing workflows for rapid collection. This project eventually led to implementation of two workflows: 1. FastFlow content steam (making raw content available to customers in real time) 2. 2nd Pass Enriched content steam which republished that content with semantic enrichments.

*Key responsibilities as a Product Owner:*

* Translated the roadmap to a prioritized workable capability backlog by negotiating and defining the translation of business requirements into MVP and feature sets.
* Was accountable to manage, refine, and order the backlog in collaboration with the Development Team in order to maximize the value of the capability delivered.
* Worked with the Development Team and Scrum Master to choose and optimize the techniques used to refine and represent capability backlog Items.
* Accountable to ensure Backlog Items (stories and features) and their Acceptance Criteria are understood by the Development Team.
* Served as the single voice of business direction for what the Development Team can select to work on.
* Participated in Sprint Planning events, establishing capability priority and vision, collaborated with the Development Team to define the Sprint Goal, and negotiating trade-offs where necessary.
* Participated in Scrum Team Sprint Retrospectives to focus on successes and opportunities for continuous improvement.
* Accepted Backlog Items as they are completed by the Development Team.
* With the Development Team and Scrum Master, held each other accountable to the agreements everyone has made, including Working Agreements, Definition of Done, Definition of Ready, and objectives for the Sprint.
* Ensured other Product Owners in and out of the Scrum teams understand dependencies & risks associated with features to facilitate Program-wide prioritization and sequencing.
* Worked with the Functional Manager and other Agile Product Owners to refine and assign business value to Features.
* Ensured the Backlog is visible, transparent, and clear to all.
* Participated in Sprint Review meetings, demonstrate the capability increment (with the Development Team), elicited feedback from stakeholders.
* Regularly engaged with stakeholders to understand their needs, evaluated value received from delivered functionality, elicited feedback and support, and communicated plans for the capability.
* Facilitated interactions between stakeholders and the Development Team and with the Scrum Master and Development Team, identify, communicate, and escalated risks and issues.
* Served as the expert on the market for the product, including product uses, key stakeholders, marketplace changes and pressures, and upcoming opportunities; influenced the UX design to ensure that product and high customer experience was created and executed.
* Partnered with legal, compliance, privacy, security and other internal teams to ensure compliance with all regulatory standards.
* Served as the single point of contact between business sponsors/stakeholders and agile team during a project and in the demand cycles.
* Responsible for communication of release notes with a focus on value delivered to our customers including Project (30 days post release) metrics reporting and communication for value delivery, and business impacts from production issues to management and stakeholders.
* Worked closely with cross functional stakeholders to define a long term Account Center capability roadmap, identify new features, and ensure that delivery of the capability is timely, of the highest quality and in line with cost targets.
* Consulted with business partners to understand current and future business needs requiring multi-platform solutions.
* Integrated data analytics, capability metrics, user experience research, competitive and market analysis, and company goals to drive prioritization of capabilities initiatives.

**Software Development Director** (Dec 2009 – June 2012)

**Demonstrated exemplary leadership skills to mentor, coach and develop a team of engineers including Off-shore hands-on code development using both Agile and Waterfall development styles.**

* **Collaborated well with cross-functional teams supporting user success including process improvements, system implementation, and quality assurance.**
* **Served as the point of technical escalation for engineering, operations and stakeholders.**
* **Promoted best SLDC practices to consistently and efficiently deliver high-quality products and documentation.**
* **Exercised strong customer relationship skills to capture specific application and business requirements and suggested innovative approaches to achieve desired results.**
* **Employed project management expertise to drive multiple competing priorities with various degrees of ambiguity.**
* **Added an experienced management and software development perspective to inspire the creative talents and continuous improvement of the team.**

**Positions previously held: Organization Duration**

Consulting Project Manager Lexis Nexis Jun 2007 – Nov 2009

Software Engineer Lead Lexis Nexis May 1999 – May 2007

Director Engineering Creative Info Systems, Dayton OH Oct 1998 – May 1999

Manager of Software Development JP Morgan, Inc., London UK Jan 1998 – Aug 1998

Software Engineering Team Leader Pfizer Ltd., India Sep 1996 - Dec 1997

Technology Solutions Architect Allied Digital Ltd., Mumbai, India Jan 1996 – Aug 1996

**EDUCATION & TRAINING**

* **Master of Science in Business Administration**, Central Michigan University, GPA 3.7
* Bachelor of Engineering, Bombay University, GPA 3.0
* Advance Diploma in Computer Engineering
* **Certified Scrum Master, Product Owner – Scrum.org**
* Six Sigma Black Belt and IIBA Business Analysis Professional Training
* XML, Java web development and XML schema
* SQL database design and programming
* Requirements and Change Control Training

**TECHNICAL SKILLS**

* **PM Applications:** MS Project, MS Office, Visio, BluePrint Requirements Center, Ms VSTS
* **Business Process Models:** Business Rules, Workflow, Decision Management, Process Scorecards and Governance
* **Development Methods:** Agile, Waterfall
* **Agile Techniques/framework:** Kanban, Lean, XP, and Scrum
* **Analytics and BI/ Reporting:** SQL Server 2008, SQL Reporting, Crystal Reports and Yellow fin
* **Programming Languages:** Informatica, SQL, Java, XML, VB/ASP, Visual Studio.NET, Javascript
* **Graphical Development Tools:** Eclipse Visual Editor, Microsoft Visual Studio.NET
* **Others:** Citrix Framework, Disaster Recovery, Redaction, OCR, PDF Programming

**SPEAKING ENGAGEMENTS**

* Business Process Improvement
* Introducing "Beyond Business Rules"
* Business Process Mapping Toolkit

Served on the board of **International Institute of Business Analysis** (IIBA® Dayton Chapter), a professional organization for business analysts since 2012.

To serve as **President of India Club of Greater Dayton** in 2018 serving Asian Indian families on the Dayton area.

References provided upon request