

Tchaas Alexander-Wright, MBA

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SKILLS

Business Process Identification, Requirements Gathering & Analysis, Technical Support, Agile Methodology, User Acceptance Testing (UAT), Project Management, Product Management, Risk Management, Data Mining, Technical Reports, Networking, Forecasting, Documenting Business Requirements, Software Testing, Use Case Definition, Facilitation, Requirements Management, Product Road Mapping, Cross Functional Features, Enterprise Projects, User Experience, User Interface, User Interviews, Project Management, GAP Analysis, API Development,

Work Experience

Business Architect **FedEx** **Apr 2025 – Present**

- Manage incoming business demand across 5 Agile Release Trains (ARTs), ensuring prioritization aligns with enterprise strategies.
- Define and document data architecture to support new enterprise activity capabilities, enabling scalable and integrated data models.
- Develop process maps and capability models to capture current and future-state operations across business units.
- Collaborate with enterprise architects and engineering teams to propose technology solutions aligned with FedEx's strategic initiatives.
- Lead working sessions to capture cross-functional requirements for capabilities related to volume, routing, and service integration.
- Support the architectural definition of solutions that bridge FedEx Express and FedEx Ground systems to optimize delivery operations.
- Create high-level solution designs and capability documentation for stakeholder approval and implementation readiness.
- Translate enterprise goals into executable solution concepts and work closely with ARTs to ensure alignment during delivery.
- Deliver 70.5M in strategic value to FedEx in FY26.

Senior Product Owner **FedEx** **Oct 2023 – Apr 2025**

- Product Owner for a backend development team that focuses on developing agnostic APIs to support multiple areas of the business and bridge the data gap between FedEx Express and FedEx Ground.
- Delivered new products that removed legacy processes and improved the FedEx global network by using capture data to provide analytics for the network data lake.
- Lead developing a new process that combines FedEx Express and Ground volume management per zip code for the global network.
- Utilize GAP analysis to help support discovery for defining new features and mapping our process that would be developed into a digital solution.
- Owned developing and pushing a new application to production that allows engineers to submit volume changes for all the FedEx Ground facilities.
- Promote/Demo software solutions to leadership to showcase the software solutions that can be implemented on an enterprise level.
- Develop software solutions supporting volume management for all FedEx facilities in the United States and Canada.

Product Owner **FedEx** **Mar 2021 – Oct 2023**

- Product Owner for three offshore teams that focus on backend development and production issues and help define the business rules for API.
- Product Owner for a UX/UI and partnering with the Sr. User Experience Analyst to develop features and engage with external users to develop the best MVP feature.
- Develop user stories based on the business requirements from the stakeholders.
- Work with the Architects and the business to gather requirements for each feature.

- Work with the Product Manager to develop a product roadmap for features that would be in alignment with the overall business direction
- Partner with the Business Architects to develop solutions and structure API contracts for all the APIs built for User Interface applications.
- Conduct user interviews with process engineers to identify gaps that can be improved by implementing new web-based products.
- Implemented over 16 new features, which help with security vulnerabilities, FedEx network modernization, and new tools for the FedEx Field Engineers.

Product Manager	Kohl's	Jan 2020 – Oct 2020
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- Develop user stories for Payment's products based on requests from business partners within Jira.
- Develop metrics for the pin-pads to monitor the performance and present the report to upper management.
- Manage the code deployment for code releases and provide project documentation for the support team.
- Troubleshooted and deployed software packages for Verifone pin-pad models Mx925 and Mx915 with the Verifone Estate Management (VHQ) application.
- I used SQL queries to find payment transactions for troubleshooting and test validated data from payment processing applications.
- Created diagrams and workflows within Lucid charts for new projects to determine impacted applications and how data would flow through the system after the change.

Senior Business System Analyst/ Product Owner	FIS	Jul 2017 – Dec 2019
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- Managed and completed 15 IT development projects and documented the changes within confluence for the Production Support.
- Develop the technical verbiage regarding the project changes for the Technical Writers and approve the final verbiage before publishing the changes.
- Wrote the technical changes for the in-house manual regarding system updates and project-related changes for all project teams and the Product Support team.
- Code releases across six applications.
- Agile: process improvement for code releases for on-time delivery targeted to reduce delays by 60%
- Analyze the technical documents of American Express, Pulse, Mastercard, and Visa networks for two development platforms to determine compliance impacts.

Associate Automation Quality Assurance **Northwestern Mutual** **Jun 2015 – Jul 2017**

- Completed 20 test cases and supported 100+ scripts internally.
- Develop data warehouse process models, including sourcing, loading, transformation, and extraction.
- Using Nightwatch.js to develop automation test cases.
- Using Sauce Labs to run automation test cases
- They are working cohesively with developers to deploy developed code into production software.

EDUCATION

Georgia institute of Technology

Atlanta, GA

Master of Science in Computer Science (*anticipated Graduation - 2027*)

University of Dayton (UD)

Dayton, OH

Master of Business Administration (MBA)

Milwaukee School of Engineering (MSOE)

Milwaukee, WI

Bachelor of Science in Management Information Systems (MIS)

Milwaukee Area Technical College (MATC)

Milwaukee, WI

Associate of Science Degree in IT Networking Specialist