IT Demand Manager - Product Owner IT Demand Manager - Product Owner IT Manager - DevOps Product Owner Austin, TX Professional Product Owner with more than 15 years of experience in operational efficiency, process improvement, and business intelligence. Proven history of using technology to develop comprehensive system solutions that achieve corporate objectives while enhancing the overall customer experience. Authorized to work in the US for any employer Work Experience IT Demand Manager - Product Owner NXP Semiconductors - Austin, TX 2018 to Present Business Analyst & IT Project Manager NTT DATA - Austin, TX 2016 to 2018 ? Provide comprehensive business analysis and IT project management services for a leading systems integration company, with responsibility for supporting a $190MM on-site IT support services contract with the Texas Department of Transportation ? Created a data aggregator tool that automated the process for analyzing and comparing disparate data sources across multiple systems, eliminating the need for a half full-time employee position, establishing a repeatable process used division-wide, and reducing the time required for such analysis from five days per month to less than 10 hours ? Coordinate with server owners to determine progress toward goals and deliver a monthly exemptions report relating to the decommissioning of end-of-life servers as part of a major project to reduce vulnerabilities in the client s environment ? Streamlined data aggregation and analysis processes by identifying inefficiencies and designing Excel-based solutions that automated the data-pulling process, reducing a 30-day reporting lag to a five-day process ? Reduced server vulnerabilities by 25% in less than a year, and workstation vulnerabilities by 42% over eight months by providing business intelligence through creation of an Excel dashboard and by enabling prioritization of critical tasks Business Analyst - Business Intelligence Solutions Charles Schwab - Austin, TX 2015 to 2016 * Provide comprehensive business analysis for the Austin office of the international investment firm, with responsibility for researching, analyzing, proposing, and sourcing a variety of software solutions to meet specific business needs * Recommended and began implementation of Tableau to create visual data for senior leadership, saving over $40,000 compared to the previous solution and achieving a 98% reduction in time spent on reporting * Created a Tableau dashboard for the My Retirement Progress product, filling a void

in reporting functionality for hundreds of potential total users, and allowing for customizable client-focused reporting based on updated Excel data * Gathered requirements from multiple stakeholders on the Tableau dashboard project, with responsibility for adjusting features and project scope based on constant feedback, resetting customer expectations, and communicating functionality requirements to the developer at all phases of development * Improved data accessibility and usability by working with technology partners to create stored procedures to replace a large Excel-based data source * Provide comprehensive administrative and technical support for Salesforce.com, and serve as first point of contact for all issues relating to data within the CRM Independent Consultant Independent Consultant - Austin, TX 2012 to 2015 * Initiated, planned, and implemented comprehensive business analysis projects for B2B clients across the Austin area, including process analysis and improvement projects and creation of workflow diagrams for as-is and to-be analysis * Created a WordPress site for an artist's online retail store based on the client's specific needs and goals, configuring a solution that allowed customers to search for art based on style and make purchases directly on the site, significantly improving the client's website traffic and e-commerce capabilities * Significantly improved a client's online marketing by developing landing pages for new sales prospects, configuring the client's CRM to capture lead contact information for use in future email marketing Operations Analyst FUJIFILM SonoSite, Inc - Bothell, WA 2010 to 2012 Managed all aspects of sales order project management for the Seattle-area producer of sonogram imaging devices, including providing quotations, purchase orders, vendor management, and reporting Operations Analyst Allied Fire & Security - Seattle, WA 2009 to 2010 Provided comprehensive sales order project management for a Pacific Northwest provider of home security and automation services Education Certificate in Business Analysis Austin Community College - Austin, TX 2015 Certificate in Web Design Bellevue College - Bellevue, WA 2013 Bachelor's in Information Science and Technology University of Wisconsin-Milwaukee Skills PM, SDLC, Scrum Master, Waterfall, Scrum, CSM, Agile Scrum, Certified Scrum Master, Kanban, Jira Certifications/Licenses Certified ScrumMaster (CSM) June 2017 Certified Scrum Product Owner (CSPO) 2018 SAFe Agile Certified POPM 2019

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