

Product + Business Analyst / Project Manager Product + Business Analyst / Project Manager
Product + Business Analyst / Project Manager - FANNIE MAE Fairfax, VA Work Experience Product
+ Business Analyst / Project Manager FANNIE MAE - Reston, VA November 2017 to Present
Delivered and maintained key customer usage metrics reports on a weekly and ad hoc basis ?
Created standard reporting template so any team member can easily pull data and turn it into a
report ? Compiled data into easily digestible insights for steering committee to review ? Proposed
and assisted in the design and development stages of new features to track and report user data
Responsible for Customer Feedback Management - Gathered, synthesized, closed feedback loops
? Tracked and synthesized incoming customer feedback through in person, email, and website
channels ? Engaged with our customer relations team to communicate and close feedback loop
with customers ? Presented reports which resulted in new features, more users, and higher
customer satisfaction Involved in Business Shakeout and User Acceptance Testing throughout the
Development Lifecycle ? Created test cases for user stories in Jira per sprint ? Executed UAT and
Business Shakeout test cases for bi-weekly releases ? Managed Defect Management Log and
communicated defects via Jira to Development team Communicated product's pulse to T2
Leadership during pilot phase ? Updated bi-weekly and quarterly Powerpoint deck which included
usage metrics and development progress ? Composed Product Increment slide deck of 7 teams
used for PI Planning every quarter Created demo video (walkthrough + voiceover) of our DCS
product for internal stakeholders across all divisions Project Manager FANNIE MAE November 2016
to Present IT Project Manager Consultant FDM GROUP INC - New York, NY August 2016 to
Present Acquired skills in SQL/PLSQL, UNIX, Microsoft Excel, and OS Admin through FDM's
training program IT Project Manager FANNIE MAE - Mae, WA November 2016 to November 2017
Managed 3+ projects simultaneously from initiation to successful implementation: ? Initiated project
tickets according to the Fannie Mae SDLC standards ? Created and managed project plans in
Microsoft Project from a high level perspective ? Updated Rally and Jira project boards to reflect
progress via Kanban and Scrum ? Communicated notifications and provided answers to external
teams and stakeholders Organized and facilitated meetings with different stakeholders and

resources: ? Daily morning stand-up with internal developers ? Weekly cross-team meetings in an effort to achieve project completion ? Weekly problem and incident ticket reviews as part of problem management responsibilities ? Presented Production Readiness Reviews for monthly software releases with key stakeholders Coordinated between leadership development, and support teams for 7 different FM software applications Analyzed and reported Agile Metrics using Rally and presented findings to senior management Performed Governance tasks to insure Project Quality Office standards were met Education Bachelor of Science in Technical Systems Management in Technical Systems Management UNIVERSITY OF ILLINOIS URBANA - Urbana, IL September 2009 to December 2014

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