

Jamila

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EXPERIENCE

Product Manager / Principal Technical Business Analyst

Nov. 2021 - Present

Mayo Clinic | Frisco, TX

- Led the development lifecycle of the Mayo Expert Decision Advisor, aligning with business goals, reducing clinician decision-making time by 48%, a \$1,100,000 improvement in operational efficiencies.
- Directed 3 agile teams, meeting 100% of SDLC milestones, boosting code quality by 15%, and ensuring cross-functional alignment.
- Conducted bi-weekly sprint planning, maintaining scope clarity and delivering new features on time with a 14% increase in team velocity.
- Collaborated closely with UX/UI teams to refine customer experiences, achieving a 20% increase in satisfaction through design innovation, generating an additional \$352,000 estimated annual revenue from increased referrals.
- Enhanced scrum team productivity by 240% in 6 months through agile coaching and workflow optimizations, reducing task backlogs and accelerating release cycles.
- Analyzed user feedback and user data to identify product enhancement opportunities, decreasing reported issues by 30% and reinforcing product-market fit, saving \$39,000 in client support costs annually.

Product Manager

Jan. 2021 - Jul. 2021

PennyMac | Plano, TX

- Directed product strategy for a Salesforce CRM platform, overseeing 400+ user stories and enhancing organizational efficiency by 25%.
- Established a quality assurance framework, achieving 100% accuracy across product launches, preventing an estimated \$250K in rework costs.
- Facilitated cross-departmental workshops to streamline product requirements, reducing project time-to-completion by 15%.
- Launched real-time performance metrics dashboards, driving a 7% reduction in client support requests; provided real-time insights that drove a 30% increase in user engagement; enabling ongoing data-driven decision-making at every development stage.
- Defined and executed a detailed roadmap based on impact analysis, prioritizing customer feedback and usability, driving a 25% improvement in feature adoption and an estimated \$1.5 million increase in new revenue as a result of enhancements.
- Coordinated integration of eight technology systems, reducing system downtime by 20%, an estimated annual cost savings of \$204K.

Business Analyst

Sep. 2019 - Dec. 2020

Bank of America | Plano, TX

- Designed KPIs for 11 COVID-19 reporting dashboards, empowering service teams to make data-informed decisions affecting \$2B in holdings.
- Provided product training for 70+ employees on the Passport web tool, reducing report processing time by 20%.
- Improved executive reporting through advanced Tableau visualizations, saving \$150K in analysis team costs across 3,000+ reports.

Senior Business Analyst

Oct. 2017 - Apr. 2019

Assurance | Plano, TX

- Documented 600+ user stories by streamlining workflow using Visio & Jira; leading to smoother project execution and accurate user personas.
- Enhanced an insurance application, boosting engagement for 1,000+ agents by 15%.
- Identified and executed solutions to improve sales completion rates by analyzing sales data and developing a direct transfer protocol.
- Defined project clarity through process flows in Jira, reducing project delays by 45% and ensuring cohesive communication among stakeholders.

EDUCATION

Centenary College of Louisiana | Bachelor of Science, Finance | Shreveport, LA

SKILLS

Tools: Azure DevOps | Confluence | Jira | SQL | Aha! | Miro | MS Office | Figma | Zoom | Tableau | Google Analytics | Github | Trello | Asana | Mixpanel | Power BI | UserTesting | Dovetail | API | Monday.com

Skills: Product Management | Agile Methodologies | Scaled Agile Framework (SAFe) | Agile Development | Requirements Gathering | Artificial Intelligence | Generative AI | LLM | Stakeholder Management | Kanban | A/B Testing | Business Strategy | User Experience | User Interface | Information Architecture | Software Development | Risk Management | Strategic Planning | Product Lifecycle Management | Market Research | Release Planning | Iteration Planning | Minimum Viable Product (MVP) | Customer Experience | Change Management | Facilitation | Budgeting | Backlog Management | Data Analytics | Product Metrics | Roadmap Planning | Product Strategy | Market Trend Research | Key Performance Indicators (KPI) | QA | Budget Management | Feature Prioritization | Go-to-Market Strategy | Product Analytics | Product Adoption | Backlog Refinement | Ecommerce | Product Development Management | Solution Development | Learning Management System (LMS) | Market Analysis | Product Quality Analysis | Pricing Strategy | Product Marketing Strategy | Competitive Analysis | Business Administration | Product Owner