Nayna Patel, **CSPO, CSM**

602.793.9268 <https://www.linkedin.com/in/nayna-patel-csm-cspo-2702b87/>

# Summary:

Innovative and results-oriented IT Professional with extensive experience across diverse industries. Expertise in Agile/SAFe and Scrum methodologies, with a proven ability to build and maintain strategic partnerships. Combines technical proficiency with managerial experience to consistently deliver targeted goals, adhere to budgets, and excel in challenging environments. Known for strong problem-solving skills, meticulous attention to detail, and accuracy. Adept at leading, developing, and implementing processes that drive business growth and achieve operational excellence.

# Experience:

## Product Manager

Arrivia – travel

Jun 2023 - Present

Agile/Scrum Env working on several Travel Platforms Prioritizing Backlog to support key initiatives of the Company Balancing business needs with user needs and collaborating UX Meeting with Stakeholders/Leadership

Requirements gathering – creating features, breaking down into User Stories, working with development teams to deliver quality products

All scrum ceremonies (backlog grooming/retrospective/DSU/sprint demos) Create, document, and implement processes and procedures

Managing Near Shore team

**PO/Business Analysis Associate Manager** Mortgage Cadence – an Accenture company Aug 2018 - May 2023



Agile/Scrum Env working on a SaaS mortgage platform called Mortgage Cadence

Requirements gathering, writing User Stories, working with SCRUM teams All scrum ceremonies (backlog grooming/retrospective/DSU/sprint demos) Create, document, and implement processes and procedures

Customer liaison and leading Beta for new Product

Resolving internal and external issues with a deep understanding of Mortgage products and loan lifecycle

Interacting with Customers/Clients/Stakeholders both internal and external Leading and mentoring up to 10 Business Analysts

Responsible for successful vetting, interviewing, and onboarding new employees

Assisted with testing of ServiceNow implementation.

Managing Offshore and Near Shore Teams

## Software Business Analyst – USAA

Consultant – Accenture

Jun 2016 - Aug 2018

Provide functional design and provide mortgage domain expertise to other members of the Scrum team!

Analyze and identify resolution for a project and support issues and defects!

Assist the AMC product owner and client subject experts in the capture of business requirements via User Stories

## Global SIT/CAT Coordinator – Modernization of Global Sales System- Agile - USPS

Consultant – Accenture

Feb 2016 - Jun 2016

Applying Agile methodology using Kanban board on the Sales Force platform Lead testing efforts across all teams

Mentoring testers and eliminating impediments Continuous improvement in all processes Facilitating Defect resolution with Dev teams

Working with Scrum Master to close out feature work Facilitating and assisting all Client Acceptance Testing Ensure successful deployment to Production

## JP Morgan Chase

Consultant – Accenture

Digital Transformation of Chase Bank website

Nov 2014 - Feb 2016 (1 year 4 months)

Test Lead – Marketing Platform - Modernization of existing marketing campaign system Scrum Tester CIS Chase 3.0 Digital Transformation

Integration Tester – CIS Chase 3.0 Digital Transformation

# Education & Certification

Certified Scrum Product Owner

Scrum Master, Business Analysis

Associated Degree in Applied Science, Computer Information System

# Skills

# Agile and SAFe methodologies; PI Planning; Azure Dev Ops; SQL; App Insights; Customer Focus; Collaborating with Teams onshore/near shore; QA testing; User Acceptance Testing; UX/UI Researching/Testing; Strong Analysis and Organization; Travel, Mortgage, Banking, Hospitality, and Relocation industries; Six Sigma; Project Management; Compliance.

Additional work experience provided upon request.