



# DORIS CHONG



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WWW.

## ACHIEVEMENTS& QUALIFICATIONS

- Product Management Certificate
- 9.1 TOGAF Architecture Qualification
- Accenture Technology Nomination Award Finalists

## EDUCATION

- MSc in Bath University, on Advanced Management with Scholarship
- BA in University of Sheffield, on Financial Management & Information Management (1st class)

## PROFILE

Driven and confident senior analyst with a track record of delivering excellence to projects and clients, seeking to leverage leadership and product management skills. Managed and delivered Agile and waterfall projects, Led and collaborated with 7+ design teams, 20+ cross-functional teams across projects with proven improved efficiency measures

## EXPERIENCE

### ACCENTURE - SENIOR ANALYST/ FUNCTIONAL DESIGNER

NOV 2016- SEP 2017

CLIENT: VIRGIN MEDIA

FUNCTIONAL SOLUTION DESIGNER

- Responsible for B2B Mobile product transformation solution design
- Discuss B2B Mobile strategy with product team and identify priorities for upcoming phases

SEP 2017- NOW

PRODUCT OWNER

ACCENTURE B2B

- Responsible for the product delivery of Accenture's B2B resource management business process automation solutions on a two weeks sprint
- Collaborated with business stakeholders to identify functional and non-functional business and technical requirements based on business needs and strategy
- Broke down tickets requirements into acceptance criteria for development team; discussed and agreed on story points with the team based on team's velocity
- Held alignment sessions with scrum master and development team to understand and resolve challenges involved or gaps identified
- Host monthly discussions and quarterly strategy alignment meetings to define and discuss product's strategy to ensure product strategy and vision is clear to all
- Frequent use of Jira, Confluence and Trello for sprint planning, knowledge capturing and sharing and retrospective sessions
- Raised and communicated challenges faced by design/development team

NOV 2016- SEP 2017

CLIENT: BARCLAYCARD

DEFECTS LEAD ANALYST

- Owned and led the Batch Defects work-stream for 4 major testing areas including Non-functional and Functional testing for Barclaycard's £3b largest billing and settlement transformation programme; served as the defects arbitrator of stakeholders
- Managed and triaged 100+ business/ technical defects with constant stakeholders engagement with 20+ cross-functional teams
- Introduced daily alignment stand-ups with stakeholders to promote ongoing discussions on resolution and challenges; proven to have improved resolution momentum by 300%
- Analyzed and provided the strategic view on risks and impacts of defects in business; discussed with programme leads daily on defects' progress and key strategies and challenges to meeting transformation progress
- Reduced production potential impact by over +200%

APR 2015- OCT 2016

CLIENT: VODAFONE

PROJECT DELIVERY ANALYST/ FUNCTIONAL DESIGNER

- Vodafone's core products design team introducing or enhancing quad play products: broadband, mobile, landline and TV; responsible for project management and delivery whilst support functional design for Order Service Management application
- Gathered and analyzed business requirements; collaborated with 7 application design teams for high-level solution and impact assessment for 3 major releases valuing at £5m
- Proposed improvement areas to clients on requirements' gaps to fit applications' capabilities at initial requirements analysis stage, improved efficiency measures by 25%
- Prioritised products feature and risk plans for release across whole design stack covering systems billing, CRM, OSM, middleware, product catalogue, the network team
- Prepare project timeline of delivery and ensure progress is tracked and communicated

## SKILLS

STRATEGY AND SCOPE  
MANAGEMENT



SOLUTION AND PROJECT  
DELIVERY



CHANGE & TRANSFORMATION  
MANAGEMENT



AGILE AND WATERFALL  
MANAGEMENT



CLIENTS RELATIONSHIP  
MANAGEMENT



SYSTEMS ANALYSIS

