

Daniel Duffy

Certified Scrum Product Owner

Contact

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Denver, CO 80222

LinkedIn:

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Skills

Expertise

- Project Management
- Planning/Organization
- Customer Satisfaction
- Process Improvement
- Agile
- Scrum
- Kanban
- Sprint Planning
- Backlog Prioritization
- User Acceptance Testing

Software Proficiency

- JIRA Issue Tracking
- Team Foundation Server
- Confluence
- Balsamiq Mockups (UI)
- Microsoft Office
- New Relic Error Tracking
- DocIT Solutions

Education

B.A. Economics

University of Texas at Austin
2008-2012

Achievements

3.23 GPA

Minor in Latin

European Studies Certificate

Scholarships

- Texas Exes
- Clara Watson Memorial
- Lake Highlands Exchange
- J.J. Pearce Memorial

Career Profile

Certified Scrum Product Owner with a proven background of consistently delivering on expectations in terms of cost, time, and quality. Experienced in change management, product vision development, user story creation, and backlog refinement.

Professional Achievements & Experience

Product Owner

June 2016 - May 2017

Provident Funding Associates, L.P.

Denver, CO

- **Lead the Loan Servicing Division's transition from a Waterfall to Agile framework of project development** by training all business-side users involved in the product lifecycle, refining the existing backlog of over 300 projects based on divisional goals and priorities, and establishing workflow visualization tools using JIRA and TFS software.
- **Drove down number of new bugs to company lows** by emphasizing collaboration among the Project Reporters and Managers of the various departments in the Loan Servicing Division, standardizing how projects are formalized and presented to the development teams, and actively managing backlog reviews and daily Scrum meetings to answer any questions that arise.
- **Reliably delivered results within expected timeframes to the Loan Servicing Division** by effectively contributing to project scope estimation, maintaining consistent communication with the development teams and divisional management, and ensuring projects are broken into clear and concise user stories that can be completed within one sprint.

Business Analyst

August 2015 - June 2016

Provident Funding Associates, L.P.

Denver, CO

- **Under a waterfall method of development, formalized and tested over fifty projects** covering process improvement, UX/UI, and regulatory compliance for the Customer Service Department, resulting in among the lowest incoming call volume and abandoned call rates in the history of the company.
- **Designated point-of-contact for all technology-related issues** affecting the Loan Servicing Division due to demonstrated efficacy in issue resolution.

Customer Service Manager

September 2013 - August 2015

Provident Funding Associates, L.P.

Dallas, TX

- **Created and implemented multiple incentive-based competitions** among the Customer Service Department members, resulting in decreased abandoned call rates, improved quality assurance audit scores, and increased enrollments in automatic payments.
- **Significantly improved quality of Customer Service Department** by creating the department's current policy & procedure and training manuals, online training interface, quality assurance call audit scorecard, and various quick-reference guides.

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Contact	Certificates & Awards
Phone: (214) 478-3812 Email: dpd1208@gmail.com Address: 2499 S Colorado Blvd. Denver, CO 80222 LinkedIn: linkedin.com/dduffy89	<ul style="list-style-type: none">• Certified Scrum Product Owner, Scrum Alliance, June 2017• Fair Debt Collections and Practices, E-PRG, April 2017• Testimonium (certificate of completion of the Via Francigena pilgrimage from Southern France to Rome), Opera Romana Pellegrinaggi, December 2012• Eagle Scout, Boy Scouts of America, May 2007
References	Professional Achievements & Experience (cont.)
Lori Pica loripica@me.com (310) 528-8840 Chief Operating Officer Provident Funding Associates Jason Sitzman (661) 978-2524 Technology Consultant Provident Funding Associates Beau Ryan beauryan32@gmail.com (814) 553-0792 Vice President, Loan Servicing Provident Funding Associates Maggi Larsen maggilarsen@gmail.com (925) 285-0324 Scrum Master/ Sr. Developer Provident Funding Associates Michael Bienke mbienke@yahoo.com (847) 209-6687 Department Manager Provident Funding Associates Reem Odeh rjodeh90@gmail.com Sales Analyst Pursuant Health	Customer Service Representative April 2013 - September 2013 Provident Funding Associates, L.P. Dallas, TX <ul style="list-style-type: none">• Quickly rose to a top performer in terms of quality and quantity for customer service and collection calls, insurance processing, online correspondence, and written requests, leading to a prompt promotion into Customer Service management.• Trained new call representatives for the Central Region, which went on to become top performing region throughout 2013. Bar Staff/Trainer July 2011 - September 2012 Abuelo's Mexican Food Restaurant Austin, TX <ul style="list-style-type: none">• Ensured customer satisfaction by providing friendly and timely service, preparing all drinks and plates according to food safety regulations, and training new members of the bar staff.• Received employee of the month award for excellence in bar service. Wait Staff March 2011 - July 2011 Abuelo's Mexican Food Restaurant Austin, TX <ul style="list-style-type: none">• Displayed competency by quickly mastering the point-of-sale software and food & drink menus, which, along with a positive, customer-friendly attitude, lead to a prompt promotion to a member of the bar staff team. Listing Coordinator September 2010 - March 2011 Castle Hill Investments, L.L.C. Austin, TX <ul style="list-style-type: none">• Contributed to the timely listings and sales of single-family and multi-family residences in the south Austin area by preparing contracts and agreements, performing value assessment walk-throughs, managing remodels, and maintaining the company website and the presentation of listings on the Multiple Listing Service (MLS). Office Manager September 2009 - September 2010 Castle Hill Investments, L.L.C. Austin, TX <ul style="list-style-type: none">• Supported the success of the company by coordinating contractors and vendors to be on-site at designated times to ensure efficiency, notified tenants of rental properties of a sale or intention to sell, and ensured that any items needed in the office were supplied.

To whom it may concern:

As managing Vice President of the Loan Servicing Department, I have worked closely with Daniel Duffy since his first day of employment at Provident Funding. At that time, I managed Daniel in his role as a Customer Service Representative and later as a member of the Customer Service management and Project Reporting teams. After excelling in the Project Reporting position, I had the pleasure to work with him as the Loan Servicing Division's Product Owner.

Daniel has exemplified an eagerness and propensity to learn, and the initiative to then turn that knowledge into success for the division. These qualities, which he exhibited in all of his work, led him to several promotions over the course of his career at Provident Funding. He began to grow even more as a professional when he transitioned into project development. For the Customer Service Department alone, he drafted and tested a number of game-changing projects, including: a propriety payment processing platform; complex automated outbound collection call procedures; and significant enhancements to our online user interface.

Due to his success in this role, Daniel was selected for the Product Owner position that opened after the IT Department began implementing changes in their workflow. Despite the complex changes in the project development workflow, he provided peace of mind by welcoming questions and concerns, increasing transparency and communication between the Division and the developers, and outlining expectations from everyone involved in project development. In this position, Daniel worked alongside me and the other Loan Servicing management to refine and prioritize projects based on goals of the Division.

Throughout his career, Daniel has exhibited a distinctive sense of urgency with any task assigned to him. As a manager, this was a trait that I found to be extremely valuable. Among other things, this set Daniel apart from others in my mind. My job included setting up a plan and working with my team to execute it. Having someone like Daniel, who would take an idea and vigorously pursue its execution, was invaluable. Daniel humbly accepts direction, but at the same time, he does not *require* constant direction. He applies his sense of urgency, and Daniel executes.

Daniel's ability to communicate is also a skill that I admired in each of his positions at Provident Funding. Daniel's humble and empathetic approach to people allowed him to hold effective conversations with individuals ranging from customers, to entry level employees, to executives.

Based on his track record of hard work, competence, urgency, and great communication, I am confident that Daniel will be a great addition to your company. I highly recommend him for any position to which he applies.

Please contact me at (814) 553-0792 if you need any additional information.

Sincerely,

Beau M. Ryan

Vice President, Provident Funding