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| Product Manager &  Business Analyst  Daniel Farmer | | | |  | | |  | | |
|  | | | **Objective** | | |
|  | | | As a product manager, my primary objectives are to support the development and testing teams with understanding business rules and acceptance criteria for implementing new features, interacting with stakeholders to understand their needs, how they use existing applications, and issues they encounter, and working with business leads to understand company-wide initiatives and goals. I aim to support the organization with excellent customer service, creating a positive and productive work environment by communicating with team members, being transparent with project progress and timelines, and sharing knowledge. | | |
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| Experience | | | June 2016 – Dec 2024  Product Manager / Business Analyst Deloitte   * Gathered requirements from stakeholders and business owners to understand business needs. * Designed application mockups in Indigo and Balsamiq. * Aligned with Development & Testing teams to create and execute test cases. * Performed gap analysis of existing processes to identify improvements for application performance and user experience. * Created technical design documentation to assist Infrastructure team with implementation of new and existing applications. * Created and maintained end user guides, technical guides, and release notes for software releases. * Provided demos and organized user acceptance testing with stakeholders in advance of Production environment deployments. * Organized User Acceptance Testing for application releases after Development and Testing had completed but in advance of production deployment. * Maintained Product and Sprint backlogs in Dev Azure Ops and Microsoft Team Foundation Server. * Assisted Deployment team with design and execution of smoke testing for application deployments. * Coordinated with Deloitte global firms to onboard applications to assist with client requests. * Assisted Partners & Project Managers with Client Sales calls by providing demos of existing applications for clients. * 1+ year of experiencing with supporting AI driven technologies   May 2012 – June 2016  Operations Specialist Deloitte   * Supervised a team of approx. twenty employees in Hermitage, TN and Hyderabad, India. * Oversaw approx. one hundred active projects for Extract, Transform, and Load workflows (i.e., ETL). * Coordinated with project managers to meet client needs. * Performed data investigations in SQL. * Maintained data integrity by identifying quality issues. * Managed remediation workflows of third-party applications including Relativity, eCapture, and Venio. * Managed Relativity database administration for client review. * Onboarded handling of database backups of Clearwell from our internal infrastructure team. * Provided support to our Mexico and China offices to troubleshoot Clearwell processing and hosting issues. * Guided proof of concepts to onboard Relativity Processing, Recommind, and Clearwell. * Provided support to our Germany firm and client regarding Relativity Processing.   May 2008 – May 2012  Operations Coordinator/Staff Deloitte   * Completed tasks for ETL workflows in Aungate, Attenex, Clearwell, Venio and eCapture applications. * Performed overlays for hosting data. * Trained new hires in standard processes. * Assisted in creation of documentation of standard processes. * Created test data sets for smoke testing application upgrades. | | | | | | |
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| Education Sept 2024 - Present  Coding Bootcamp  Kansas University  Aug 2004 – Sept 2008  BS, Computer Information Systems  Western Kentucky University | |  | SkillsETL Workflows GitHub  Scrum & Agile  Product Life Cycle & Delivery Management  Prioritization & Planning  Wireframing  Reporting | |  | Certifications Scrum Alliance Certified ScrumMaster (Dec 2023 – Present)  Relativity Certified Administrator (Aug 2013 – Present)  RelOne Certified Pro (Sept 2023 – Present)  Relativity Generative AI Pro (Aug 2023 – Present) | |  | Contact (270) 776-3981  Daniel.Farmer3@gmail.com |