Itzel Medina

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Summary

Highly motivated UX designer focused on improving processes with 6+ years experience in Agile workflows, and complex product deliveries and product team success.

Professional Experience

Scrum Master

Lowe's Companies, Inc – Mooresville, North Carolina   **2020 - Present**
- Lead team Implementation of Jira as a tool to track initiatives
- Successfully launched 8 agile teams
- Moved 50% of my teams into self organizing and performing status
- Collaborate with product managers and UX designers to ensure understanding of user stories and customer needs
- Coordinate, Plan, and Facilitate quarterly big room planning meetings with attendance of up to 200 people
- Facilitate actionable retrospectives for continuous improvement
- Incorporated feedback loops at all levels to ensure transparency and open communication

IT Business Analyst

Lowe's Companies, Inc – Mooresville, North Carolina   **2016 - 2020**
- Lead team Implementation of Jira as a tool to track initiatives
- Oversaw multiple system projects at a time throughout their entire Software Development Life Cycle (SDLC)
- Coordinated with business users and customers to identify technology needs and initiate process changes
- Coordinated with distributed business stakeholders in various countries to ensure proper solution execution
- Conducted user workshops, conference calls and monthly business meetings to keep executive staff and the team members apprised of goals, project status, project deliverables, and standing issues
- Analyzed documents like intake requests, business cases and scope documents to fully understand business needs
- Prepared different documents like Business Requirement Document (BRD), Business Solutions Documents (BSD), Requirements Traceability Matrices (RTM) and other documents to ensure optimal system delivery

Management Intern

Sam's Club – Kannapolis, North Carolina   **2015 - 2016**
- Worked in all areas of operation within the store learning the different facets of running a successful membership-based, wholesale/retail business
- Interacted with many different department leads and managers such as Member Services, Front End, Hardlines, Fresh, and Grocery to gain full understanding of the retail structure
- Oversaw a team of 15 cashiers ensuring shifts ran efficiently, sales goals were met, and store shrink remained at a minimum
- Developed skills in people management, conflict management, effective leadership, and quick problem solving

Education

UX/UI Certificate
University of Minnesota - Minneapolis, Minnesota
June 2022 - December 2022

Bachelor of Science, Computer Science Information Systems, Minor: Bioinformatics, Cum Laude
Johnson C. Smith University - Charlotte, North Carolina
May 2016 - Grade point average: 3.48/4.0

Certified Scrum Master, Scrum Alliance – October 2018
Certified Scrum Product Owner, Scrum Alliance – October 2019

Skills

Research	UI Design	Tools
A/B Testing	Accessible Design	Figma
Affinity Diagrams	Information architecture and site mapping	Miro
Card Sorting	Interaction Design	Invision
Survey Creation	Wireframes and page layout	Trello
Persona Creation	Redlining & Annotations	Jira
User Interviews Planning	Prototyping	Confluence
User Interviews	Sketching	Microsoft Programs
User Research	Storyboarding	
Usability Testing	UI Design	