

# Leighcie Gregg

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## SKILLS

- Data Analysis using SQL, Power BI, Google Analytics
- Technical writing
- Regulatory compliance in mortgage and healthcare
- Implementation, Training and Development
- Agile methodologies
- Customer and User Centricity
- Collaboration and workflow management using tools like Jira, Confluence, Miro, Trello, Figma
- Microsoft Office, Google Workspace

## EXPERIENCE

### **Product Owner** - Connect for Health Colorado - June 2021 - Dec 2023

*Owned the eligibility services for the Colorado State Insurance Marketplace that determines appropriate subsidies for applicants.*

- Instrumental in the replacement of legacy systems with a service-oriented, cloud-based architecture using Java and Spring Boot on AWS.
- Lead 9-person agile team of programmers, QA and BAs to reduce annual renewals processing with downtime from 6 days to 18 hours.
- Developed triaging process to address customer level bugs, reducing response time from 3 days to 1 day.
- Maintained 3 sprints of refined work in prioritized backlog.
- Lead Program Increment planning, and participate in daily stand up, backlog refinement/grooming, sprint planning, retrospectives, and demos.
- Delivered quality documentation, reducing onboarding timeline and creating technical artifacts.

### **Product Owner** - MetaSource - June 2018 - May 2021

*Owned the Software as a Service (SaaS) platform for data reconciliation and remediation used by large mortgage industry compliance processes.*

- Improved system processing to allow for larger clients, increasing monthly reconciliation records from ~4M to ~11M.
- Oversaw database conversion from Postgres to MS SQL as part of acquisition by parent company.
- Spearheaded product discovery and customer research resulting in approximately 4,000 new leads for the sales team with 5% conversion to customers.
- Studied customers' business processes to customize and manage implementation measures for minimal disruption to operations over the first 90 days.

### **Business Analyst** - JND Legal Administration - June 2017 - June 2018

*Point of contact for legal teams representing class action lawsuits receiving client mailing, analyzing judgements, determining class member shares, managing multi-million-dollar settlement accounts, and generating and mail settlement funds to class members.*

- Enhanced existing weekly forecast analysis report and developed ad-hoc reports that support decision-making.
- Validated results and performed quality assurance to maximize the accuracy of data.
- Researched and recommended process improvements designed to mitigate operational and financial risk.
- Developed, updated, maintained, and organized Access databases to handle customer and settlement data.

### **Implementation and Application Manager** - Titan Lenders Corp/MetaSource - Feb 2013 - June 2017

*Key involvement in deprecating company software systems and implementing replacements including data migration and training. Trained internal machine learning document recognition system. Implemented new processes and onboarded new customers.*

- Evaluated and defined user and customer needs, implementing processes to address requirements.
- Mapped processes to holistically examine business flow and identify improvement opportunities.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Trained 200+ mortgage documents for Optical Character Recognition (OCR) at a 92% success rate

## **CERTIFICATIONS**

- SAFe 6.0 Product Owner/Product Manager, Scaled Agile, 2023
- Advanced Certified Scrum Product Owner, Scrum Alliance, 2022
- Certified Scrum Product Owner, Scrum Alliance, 2021
- Certified Six Sigma Black Belt, 2020
- Notary Public, State of Colorado, 20124017991, 2012