

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 - Present

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

- Instrumental in the replacement of legacy systems to support a service oriented, cloud-based (AWS) architecture.
- 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 for 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 data, 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 internal 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, SAFe Agile, Inc., 2023
- Advanced Certified Scrum Product Owner, Scrum Alliance, 2022
- Certified Scrum Product Owner, Scrum Alliance, 2021
- Certified Six Sigma Black Belt, Aveta Business Institute, 2020