Leighcie Gregg

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Professional Summary

Product leader with over 10 years of experience developing and scaling B2B2B and B2C SaaS applications and leading agile development teams in regulated industries. Proven track record of transforming complex systems while ensuring regulatory compliance and data security. Experience in building high-performing teams, managing stakeholder relationships, and delivering customer-centric solutions that drive business growth.

Professional Experience

Product Owner / Agile Consultant - Artech

August 2024 - Present

- Leading enterprise data warehouse transformation program with 8-person distributed development team across US and India time zones.
- Provided predictable delivery cycles by establishing a formal refinement process 3+ sprints in advance, creating clear documentation standards, and coordinating daily ceremonies across time zones to maintain team alignment.
- Prioritized and coordinated ETL development work across data warehouse platforms (Redshift, Athena, S3, Snowflake), ensuring alignment with business goals and timely delivery of data solutions.
- Improved sprint planning accuracy by partnering with Scrum Master to implement structured backlog management, team KPIs, and regular iteration demos.

Product Owner - Connect for Health Colorado

June 2021 - Dec 2023

- Reduced application processing time by 89% (from 8 days to 18 hours) by leading a migration from a legacy monolithic database to cloud-based microservices using AWS, Java, and Spring Boot, coordinating across 7 teams to ensure seamless integration.
- Decreased customer response time by 67% (from 3 days to 1 day) through implementation of structured bug triaging process and streamlined communication methods.
- Maintained 3 sprints of refined work by establishing comprehensive documentation practices and regular backlog grooming sessions with 9-person agile team.
- Successfully integrated with CMS Federal Data Services Hub by designing secure REST APIs, coordinating testing strategies with QA, and ensuring regulatory compliance.

Product Manager - MetaSource

June 2018 - May 2021

- Increased system capacity by 175% (from 4M to 11M monthly records) through strategic database optimization and infrastructure improvements while maintaining strict data security standards.
- Generated 4,000 new leads with 5% conversion rate by conducting targeted product discovery, customer research, and implementing feedback loops with enterprise clients.
- Achieved zero downtime during major database migration from Postgres to MS SQL by developing comprehensive transition plan and coordinating closely with technical teams.
- Streamlined customer onboarding through creation of customized implementation strategies, reducing operational disruption for enterprise clients.

Business Analyst - JND Legal Administration

June 2017 - June 2018

- Enhanced data accuracy and reporting efficiency by implementing quality assurance processes and developing automated reporting tools for multi-million dollar settlement management.
- Improved operational risk management through systematic process analysis and implementation of data validation standards in Access databases.

Product Owner - Titan Lenders Corp/MetaSource

Feb 2013 - June 2017

- Achieved 92% OCR success rate by training machine learning document recognition system on 200+ mortgage document types.
- Launched successful SaaS platform (Mintrak®2) for mortgage data reconciliation by conducting extensive market research, gathering customer feedback, and coordinating development across multiple teams.
- Developed DRMS QC™ and Pro™ systems based on customer needs analysis, creating efficient statistical sampling and validation workflows for mortgage industry compliance.

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)