**Frank Nazare, PhD, PMP**

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**PROFILE:**

Experienced and accomplished Product owner/Project Manager and Business Analyst. Work experience includes Product & Project Management, Business Analysis, Requirement Gathering, Data Analytics, Third Party Certification, Quality Assurance, Deployments and Maintenance. Demonstrates exceptional technical skills and interacts positively with clients at all levels. Exceptional organizational, analytical, multitasking, and communication skills. Supportive and adaptive team player with strong independent work ethics and aptitude for quick learning.

**SKILLS:**

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| SDLC concepts | Microfocus UFT |
| Agile and Waterfall Methodologies | MS Access, MS Project, MS Visio |
| Web services (Soap/XML) | HTML 5 |
| Web Application | UI/UX |
| API Integration | Unix/Linux |
| Requirement Gathering & Analysis | Knowledge of PMBOK |
| RFP & RFI writing | Knowledge of ACH Rules & Regulations |
| Quality Assurance | JIRA |
| UAT Testing | SAP HANA |
| Mobile Testing | FISMA |
| SQL | TFS |
| HP ALM | SharePoint |

**PROFESSIONAL EXPERIENCE:**

**DRT Strategies, Inc. Consulting Agency)**

**Client: Food and Drug Administration (FDA)**Expert Consultant*(Oct 2017 – Present)*

**Center for Tobacco Products (CTP) 02/2020 - Current**

* Led the CTP Submissions Process Improvement and Independent Verification and Validation effort (IV&V) of the e-Submissions submission suite.
* Responsible for verifying and validating requirements, and testing various applications used by the division by manual testing and using Automated Testing Tool (UFT). Communicated test results to the Project Manager/Developers and retested bugs and issues.
* Reviewed and analyzed user stories and artifacts for each application in Jira and SharePoint.
* Led the weekly team meetings and provided updates to team members of the current, completed, and on-going activities.
* Reviewed and Quality Check (QC) project artifacts and Reports for the team.
* Develops monthly testing reports with details of the results and recommendations for all applications tested.

**Office of Good Clinical Practice (OGCP) 08/2018 – 04/2020**

* Lead an effort to analyze and reconcile data (housed in multiple repositories across FDA offices), and to document requirements for generating reports related to the conduct of clinical trials and the protection of the rights, safety, and welfare of subjects.
* Facilitated Joint Application Development (JAD) sessions and client interviews to elicit and validate requirements for thirty two (32) OGCP Reports and Foundations (Consolidated view of database using SAP HANA Business Informatic) and Dashboard (Portal to view all Reports and Foundation).
* Worked with another vendor on the project to manage development and testing effort of Reports and Foundation for the OGCP group. Responsible for smooth transition of all Report and Foundation during upgrade of SAP HANA.
* Participated in weekly project update meeting. Developed detailed meeting minutes providing up-to-date information on the project. Followed up with the pending and action items.

**Center of Drug Evaluation and Research (CDER) 09/2017 – 09/2018**

* Worked with the CDER stakeholders and external vendor to replace an existing Drug Reviewing System. Updated the existing system requirements and recommended new processes to improve efficiency.
* Interviewed users to capture user needs and further transformed them into business and functional requirements. Performed gap and impact analysis of additional functionalities to be added to the new Drug Reviewing System. Modeled business functions, collected source material from SME’s, analyzed current business process and recommended future state for the business process model.
* Provided support to review and analyze project stage gate reviews (SGRs) to determine compliance to the Enterprise Performance Lifecycle (EPLC)
* Developed business test strategy, test plan, and business test cases for user acceptance testing (UAT).
* Participated in meetings with external vendors and internal stakeholders. Captured detailed notes on the development and implementation of the new Drug Reviewing System.

**SalientCRGT (Consulting Agency)**

**Client: Food and Drug Administration (FDA): CVM**

*Senior Business Analyst/Project Coordinator (Oct 2016 –Sept 2017)*

* Elicited and documented requirements for all Operation and Maintenance “O&M” tickets.
* Responsible for translating business needs into the systems requirements for various offices within CVM and their respective applications.
* Collaborated with Project Manager to create the list of Backlog change requests for next release cycle with LOE and Recommendations.
* Conducted Joint Application Development (JAD) and brain storming sessions with the users and stakeholders for tickets to clarify requirements.
* Responsible for completing acceptance criteria for all O&M and support tickets assigned for the next release cycle.
* Participated in the demonstration of all O&M tickets to stakeholders prior to UAT.
* Participated in team meetings and worked closely with QA team, developers, and stakeholders to resolve production issues.
* Documented the technical challenges and strengths of Commercial off-the-shelf COTS) products by systematically identifying risks and proposed mitigation strategies for those risks.

**AASA Inc. (Consulting Agency)**

**Client: Consumer Product Safety Commission (CPSC)**

*Deputy Project Manager/ Senior Business Analyst (Oct 2015 – Sept 2016)*

Our team supported CPSC as a contractor in O&M for their Risk Management System (RMS) and Dynamic Case Management (DCM) applications.

* The contract followed Agile methodology approach. Each sprint was two (2) weeks.
* Responsible for eliciting and documenting requirements for all tickets related to application issues.
* Conducted JAD and brainstorming sessions with the users and stakeholders for tickets (Product enhancement tickets).
* Documented requirements and collaborated between Developers and Users for ambiguous clarifications. Provided meeting minutes after every session.
* Worked with Development and QA teams to transition business requirements into QA test cases and assisted in unit and regression testing and defining UAT.
* Participated in daily scrum meetings for both CPSC applications (RMS and DCM).
* Provided weekly and monthly reports for both applications to CPSC management based on the tickets addressed (Active, resolved, closed), Hotfixes, deployments, and related issues.
* Participated in bi-weekly ticket prioritization meetings for both applications and provided meeting minutes and followed up on the action items.

**Autoscribe Corporation**

*Product Management Specialist (Aug 2011 – Mar 2015)*

* Lead team in driving product scope and requirements, integrating and certifying new Partners, setting up test beds for Partners, and troubleshooting technical issues.
* Facilitated Joint Application Design (JAD) sessions, performed requirements gathering, prepared customized web portal designs for Partners, and ensured smooth user experience.
* Participated in weekly open product development meeting to discuss existing product enhancements, partners and client's issues, new releases and customized work for customers.
* Worked with Vendor APIs to analyze data integration and mapping through SOAP.
* Provided a single point of contact for projects. Took projects from original concept through final implementation.
* Successfully deployed and maintained Credit Card Tokenization, Accounts Registration, and Card Filtration applications. These applications are developed using Microsoft .NET 4.5 framework, C# programming language, and SQL 2014 database software.
* Successfully met the Payment Card Industry (PCI) compliance audit requirements. Maintained PCI certification for Payment Vision’s flagship gateway products.
* Developed storyboard to help developers understand clients and Partners requirements.
* Close collaboration with Software development team and QA during quarterly product release.
* Created Statement of Work (SOW) for customized web portals, secured stakeholder approvals on project roadmap and design documents, and executed project roadmap using Agile methodology.
* Researched into new industry verticals (healthcare/municipalities/student loan) for PaymentVision products and services.
* Responsible for managing and setting all PaymentVision demo capture channels.
* Provided regular training and support to Vendors and users.

**PricewaterhouseCoopers, Tyson Corner, VA**

*Senior Associate* (Dec 2010 – Apr 2011)

* Created and maintained product definition based on stakeholder’s business requirements and analysis from market penetration, gaps, competition, and pricing.
* Responsible for all aspects of the development/implementation of projects and programs involving department or cross-functional teams focused on the delivery of a product from the design process through a finished state.
* Analyzed the results of product and customer feedback to drive product improvements.
* Presented key results of product development to stakeholders on regular intervals.

**Technical Fibre Products Ltd, Cumbria, United Kingdom**

*Senior Researcher (Apr 2007 – Oct 2009)*

* Created and maintained product definition based on stakeholder’s business requirements and analysis from market penetration, gaps, competition, and pricing.
* Responsible for all aspects of the development/implementation of projects and programs involving department or cross-functional teams focused on the delivery of a product from the design process through a finished state.
* Created Design of Experiment to identify best solutions using statgraphic.
* Developed business and product specification documents.
* Managed prioritization milestones and product roadmap.
* Analyzed the results of product and customer feedback to drive product improvements.
* Presented key results of product development to stakeholders on regular intervals.

**Auxetic Technology Ltd, Bolton, United Kingdom**

*Technology Analyst* (Oct 2005 – Mar 2007)

* Responsible for development of products for engineering, automotive, aerospace, sports, medical, and construction applications utilizing unique properties of Auxetic materials.
* Coordinated all aspects of project and served as a project manager between clients, line management and internal and external resources. Planned and directed schedules as well as assisted in project budgets.
* Monitored the product/program/project from initiation through delivery, interfacing with customer on all matters. Identified and strategized product and business improvement opportunities.
* Managed the entire product life cycle for a Design from strategic planning to tactical activities.

**Safety Systems UK Ltd, Worsley, United Kingdom**

Engineer (May 2002 - Oct 2003)

* Managed the development process of new products. Conducted outbound customer communications, such as webinars, email notification around new products.
* Collaborated and negotiated with vendors. Managed the integration of vendor tasks and tracked and reviewed vendor deliverables.
* Managed new product development and launches. Involved in supply management and material requirement planning (MRP).
* Liaised extensively with sales, designers and customers to design specific products by careful assessment of customer’s specifications to provide a cost effective and quality solution.

**EDUCATION:**

Bachelor of Engineering (Mechanical Engineering) (June’00) (University of Bolton, U.K)

PhD (Computational Material Science) (Nov’13) (University of Bolton, U.K)

Project focused on development of modeling methodologies using numerical, analytical, and molecular modeling to study phase transformation behavior in materials. The project employed extensive computational application resources to accomplish its objectives.

Certified PMP- PMI ID: 2490882

**PUBLICATIONS:**

**F.Nazare,**A.Alderson, **‘**Models for the prediction of Poisson ratio in the alpha- cristobalite; tetrahedral framework’, *physica Status Solid,*B 252, No. 7, 1465–1478 (2015)

A.Alderson, B.W.James, **F.Nazare,** J.P.M. Whitty, A.G.Wolfenden, *Finite Element Modelling of the Deformation of Auxetic and Non-Auxetic Cellular Polymers in Pristine and Defect Forms*, Proceedings of the 11th international conference on Deformation, Yield  and Fracture of Polymers, Cambridge, U.K, 2000.*Inst. Matls*. (2000) 343.

J.P.M. Whitty, **F.Nazare,** A.Alderson, *Modelling the Effects of Density Variations on the In-Plane Poisson’s Ratios and Young’s Moduli of Periodic Conventional and Re-Entrant Honeycomb-Part1: Rib Thickness Variations*, Cellular Polymers 21(2) (2002) 69.

 A.Alderson, B.W.James, **F.Nazare,** J.P.M. Whitty, A.G.Wolfenden, *Finite Element Modelling of the Mechanical Properties of Auxetic and Non-Auxetic Cellular Polymers in Pristine and Defect Forms,*Proceeding of the 9th European Conference on Composite Materials-ECCM9, Brighton, U.K, June 2000.