

Paul Liddy

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Over five years of experience with project teams including business analysis, process improvement, change management, and marketing initiatives. Operated in highly-regulated and complex environments in various disciplines and industries.

EDUCATION

NORTHWOOD
UNIVERSITY, Midland,
Michigan 2012
Masters of Business
Administration

NORTHWOOD
UNIVERSITY, Midland,
Michigan 2009
Bachelors of Business
Administration
Major: International
Business & Management
Minor: Marketing & Spanish

TRAINING

SCALED AGILE,
Detroit, Michigan, 2018
Certified SAFe 4 Product
Owner

THE QUALITY GROUP,
Detroit, Michigan, 2014
Lean Six Sigma Green Belt

TECHNICAL SKILLS

- Adobe LiveCycle
- Agile
- Apache Spark
- Big Data
- Bitly
- C#
- HootSuite
- Google Analytics
- Lean
- MS Office
- SAFe
- SAP
- SharePoint
- Six Sigma
- Software Development Life Cycle (SDLC)
- SQL
- TFS
- Waterfall
- WebTrends
- Visio
- Visual Studio

WORK EXPERIENCE

LIFE EPIGENETICS, INCORPORATED, Minneapolis, Minnesota

Product Owner, 2019 – Present

OPTUM, INCORPORATED, Eden Prairie, Minnesota

Product Owner / Systems Analyst, 2019 – 2019

- Maintain data integrity in multiple big data platforms that support the business in the recovery of overpayments on claims, identification of benefit coordination, and fraud
- Utilize Apache Spark to query against large data sets versus long-running SQL queries
- Manage the intake process to ensure adequate detail and funding is in place before promoting requests to features for prioritization
- Coordinate with the Technical Product Manager and business to populate the benefit statement, acceptance criteria, and user stories for features

AMROCK, INCORPORATED, Detroit, Michigan

Product Owner, 2018 – 2019

- Collaborate with Business Owners, Product Managers, Release Train Engineers, and Architects to define features that align with strategic themes and influence product roadmaps
- Participate in the program increment planning session by ensuring backlog prioritization reflects business objects and other team dependencies
- Provide the clarifications necessary to assist the team with their story estimates and sequencing
- Analyze features to create defined user stories and in collaboration with the delivery team, define acceptance criteria, while remaining as the content authority
- Prioritize the team's backlog of stories and enablers based on the program increment goals
- Accept stories as done and prepare the story for release, based on demand

Senior Business Analyst, 2017 – 2018

- Developed and expanded to multiple Microsoft Azure Cloud based Micro Services to handle automation initiatives
- Implemented and optimized logic to automate 30% of volume for a critical step in the Title Production process by leveraging data and Machine Learning
- Coordinated with Data Modelers to analyze third-party data providers to validate quality, coverage, and opportunity to the business
- Continuously created and maintained SQL queries to support testing efforts, debugging, and to provide stakeholders insight
- Provided mentoring to team members to expand their business and technical understanding within the Technology organization

Business Analyst, 2015 – 2018

- Utilized the Agile methodology to consistently deliver quality software updates and solutions based on business needs in two-week iterations
- Obtained and validated business requirements and translated them into clear functional technical requirements for the delivery team
- Created sustainable processes and software features to increase business efficiency and effectiveness including the development of a solution for a new line of business for Title Source
- Created and executed test cases, including regression testing, to locate and fix potential bugs while ensuring new features were meeting the acceptance criteria and not negatively impacting other areas of the software
- Delivered data analytics through SQL queries for the purpose of impact and trend analysis which aided the business and delivery team in recommendations of future features

AMROCK, INCORPORATED, Detroit, Michigan - Continued

Team Leader, Advanced Title, 2014 – 2015

- Developed, implemented, and maintained sustainable processes to meet customer orders and specifications (commercial, purchases, default/loss mitigation, mortgage modifications) that no longer fit internal system constraints
- Created custom tailored processes and applications to grow the business through hands on client facing initiatives
- Acted as a liaison between technology and the business units to expedite software updates that directly impacted turn times on production
- Coached and grew a team of advanced title examiners, abstractors, and coordinators through one on ones, huddles, and performance reviews
- Forecasted future demand to maintain team member capacity and production

Continuous Improvement Analyst, 2013 – 2014

- Executed compliance driven projects to ensure government requirements were maintained
- Provided insight and analysis to executive leaders on project impact and priority
- Defined project scope and objectives based on business requirements, budgets, and deadlines
- Utilized Lean principles to streamline production processes resulting in lower turn times
- Analyzed data and key performance indicators to measure impact of process and system changes
- Created workflows of current business and technology processes

Title Clearance, 2013 – 2013

- Interpreted and conveyed terminology while reviewing documents associated with the title process
- Collaborated cross-functionally with various internal roles and departments to expedite the clearing of complicated curative issues clouding title while maintaining client satisfaction
- Implemented change requirements via email or fax by gathering executed documentation from third-party vendors

DOW CHEMICAL / DOW CORNING CORPORATION, Auburn, Michigan

Global Marketing Communications Specialist, Pressure Sensitive Industry, 2011 – 2013

- Facilitated and delivered communications expertise and tools that enabled the markets, globally, to build their business and advance their reputation
- Responsibilities included the development and management of various communication vehicles such as permission based mail campaigns, websites, and literature, with external agency support
- Activity used various software platforms including WebTrends, Google Analytics, Bitly, HootSuite, and others

Customer Service, North American Business Center, 2009 – 2011

- Managed customer inquiries and leads; working both re-actively to incoming calls and pro-actively for outbound prospecting
- Facilitated customer order entry, including changes, shipping, delivery, lead times, and pricing information by utilizing SAP.
- Administered additional service fees, educated customers as necessary on business rules and enforced adherence.