

Nick Scala, PMP

EXPERIENCE

Product Manager – IT Digital and Customer Products | JETBLUE AIRWAYS | OCTOBER 2018 – PRESENT

Business Analyst – IT Digital and Customer Products | JETBLUE AIRWAYS | OCTOBER 2016 – SEPTEMBER 2018

- Lead the analysis of the Loyalty Management System platform upgrade project impacting over 20 million Customers through eliciting requirements aimed at improving Customer Experience, decreasing time to market, and reducing Customer Support center call volume
- Drive the implementation of the TrueBlue Member Portal redesign from initial requirements through to design, implementation, and user acceptance testing by synthesizing feedback from a myriad of stakeholders including Loyalty Marketing, legal, brand, Digital Experience, analytics, and accessibility
- Conduct requirements analysis for triggered email projects aimed at increasing product awareness, improving ancillary revenue, and driving direct channel sales
- Support Quality Assurance processes by providing clarity and direction in a concise and timely manner
- Proactively collaborate with business and technical stakeholders to identify future product enhancements and opportunities for growth

Graduate School Course Facilitator | BOSTON UNIVERSITY | MAY 2017 – PRESENT

- Facilitate Systems Analysis and Design graduate courses by providing instruction, guidance, and assignment/assessment feedback to the students enrolled

Senior Business Analyst | S&P GLOBAL RATINGS | APRIL 2016 – SEPTEMBER 2016

Business Systems Analyst | S&P GLOBAL RATINGS | JULY 2014 – MARCH 2016

Business Systems Analyst Intern | S&P GLOBAL RATINGS | JUNE 2013 – JUNE 2014

- Elicited and analyzed requirements through communicating with analytical, legal, and compliance stakeholders as Product Owner for a \$30 million workflow redesign project
- Managed project risks, delegated tasks, and provided status updates to the Executive Committee as Project Manager for the \$3 million Dodd-Frank global regulatory response project
- Conducted user acceptance testing and training to ensure smooth releases to production
- Provided post-deployment support to application users by researching and responding to enhancement requests, defects, and functionality inquiries
- Enhanced agile SDLC processes and project templates to set standards for the consistent and efficient execution of projects throughout the global Project Management Office

EDUCATION

Boston University – Metropolitan College | MAY 2017

- Master of Science in Computer Information Systems
- Concentration in IT Project Management
- Cumulative GPA: 3.97

Macaulay Honors College at CUNY Baruch | MAY 2014

- Bachelor of Business Administration in Computer Information Systems, *summa cum laude*
- Minors in Economics and Finance and the Interdisciplinary Studies of New York City
- Cumulative GPA: 3.97
- Morton Wollman Award recipient for outstanding achievement in Computer Information Systems

SKILLS

Certifications: PMI Project Management Professional (PMP)® and Bloomberg Market Concepts (BMC)

Software: MS Visio, MS Project, MS SharePoint, MS Access, MS SQL Server, IBM RSA, JIRA, VersionOne, Confluence, HP PPM, HP ALM, and Adobe Creative Cloud

Languages: C#, ASP.NET, VBA, SQL, HTML, CSS, and UML

Hobbies: Photographer and Classically Trained Concert Pianist