**SUMMARY**

* Highly motivated Product Owner with strong analytics skills to support business stakeholders in the analysis; prioritization and speed of delivery of a quality product.
* Strong communication skills and experience training and disseminating information to stakeholders.
* Experience with software planning, testing and implementation.
* Highly-motivated and confident in making timely independent decisions with precision and discretion.
* Extensive experience auditing fraud investigations and financial information for compliance.
* Experience creating guidelines and policies to mitigate risk and fraud occurrence.

**EXPERIENCE**

**NC Department of Commerce Raleigh, NC**

*Business Analyst/ Product Owner August 2017 – Present*

* Participated and played a role in the Agile transformation of the Adjudication and Investigative departments that are part of the Benefits and Integrity Unit of the NC Department of Commerce.
* Represent and work with the Unit Directors of the Benefits and Integrity department to define and to prioritize features that were part of an E2E redesign of the software/system that supports the intake and maintenance of unemployment cases and claims.
* Created Agile stories with supporting Acceptance Criteria using JIRA to support the features identified for the Benefits and Integrity department; prioritized those stories based on the business and design needs; and supported the implementation and execution of those stories in 2 week sprint intervals by performing UAT testing to accept the stories on behalf of the business.
* Collaborate and communicate with the agile teams during refinement sessions to ensure proper coverage of all feature and stories.
* Encourage and work with the agile teams to ensure delivery of quality products that are aligned with the stated business goals.
* Coordinated and attended demo sessions for the business for proper transparency and visibility of the product being delivered.

*Fraud Adjudicator* *November 2015 – August 2017*

* Audit investigations for compliance and accuracy to determine financial and legal outcomes.
* Responsible for the establishment of overpayments and coordination of recovery actions by overpayment specialists.
* Serve as SME and trainer for investigative and adjudication units.
* Conduct reviews of employer financial records to determine reporting responsibility.
* Produce workflows, design, review and test cases and coordinate UAT testing.
* Responsible for the receipt, validation of case data and assignment of cases to Fraud Adjudicators.

**NC Department of Commerce Raleigh, NC**

*Business Process Assistant III January 2013 – November 2015*

* Departmental contact for employers and claimants seeking assistance and/or clarification on website functionality.
* Troubleshoot and analyze various systems to determine root cause and/or causal factors of defects.
* Liaise with management, internal IT and vendors to address system errors.
* Manage the deployment and intake of quarterly employer audits, validate submitted information and provide clarification of reporting responsibilities to employers.
* Actively identify and assist in the resolution of business gaps in order to streamline and improve business processes.
* Maintain case database for Benefit Integrity Unit.

**NC Department of Administration** **Raleigh, NC**

*Processing Assistant* II *January 2011 – January 2013*

* Contributed to training and orientation of staff on policies, procedures and customer relations.
* Held the central role in all customer service issues primarily customer complaints.
* Effectively motivate staff to collaborate with a unified and unparalleled work ethic.

**EDUCATION**

**University of North Carolina Charlotte, NC**

*Bachelors of Science in Public Health* *Focus in Statistics/Biostatistics*

**Liberty University Lynchburg, VA**

*Completed coursework in Accounting and Economics*