**Jessica Escobar**

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**Professional Experience**

**SEPHORA**  *Senior IT Agile Project Manager /Scrum Master* 2019 - current

**Macy’s / Bloomingdales** *Senior IT Agile Project Manager /Scrum Master* 2018 - 2019

**Blue Shield of California** *Lead IT PM/Scrum Master/Dependency Lead* 2012 - 2017

**Sutter Health** *Data Quality Project Manager* 2011 - 2012

**Genentech, Inc**. *Senior Planner*  2008 - 2011

**Genentech, Inc.** *SAP/POMS* *Systems Analyst*  2005 - 2008

**Clorox** *EDI SAP Business Systems Analyst*  2001 - 2005

**QRS Corporation** *EDI Logistics Systems Analyst*  2000 - 2001

**Technology**

**Applications/Interfaces**: Web Portals, iOS & Android Mobile App, API Services, SAP, JDEdwards, BPCS, POMS, LOGPro, PROPS/PIMS, Facets, Angular, Denodo, Phoenix, ESB, ETL, Informatica, Harbinger TrustedLink EDI/400, St. Paul Translator, Templar, GENTRAN, Sterling

**Databases, Queries, and Testing Tools:** HCHB Knowledge Link, Microsoft Access, TOAD, JDE Ad Hoc, Brio Query, SQL, LoadRunner, Clarity

**Project Management Software:** Microsoft Project, Visio, PowerPoint, Planview, Jira, Confluence, Sharepoint

**EDI ASC X12:** *Order-to-Cash*: 850, 875, 852, 856, 830, 810, 820 *Warehouse Management*: 940, 943, 945, 944 *Motor Carrier*: 204, 990, 215, 210, 214 *Healthcare*: 834, 999

**Major Accomplishments**

* OMNIchannel Purchase History Integration - $3M/multi-platform Agile project
* Digital Customer Experience – $2.5M / 2 Week Sprint Scrum development
* Consumer Billing: Digital Renewal Automation – Waterfall and Agile Hybrid
* Consumer Enrollment process improvement initiatives between HPS and Covered California
* Future State Data Quality – Scrum development improving provider data processes
* Uplifted an Enterprise-wide Dependency Management capability
* Two SAP implementations – focused on POMS system integration and external EDI

**senior IT Project Manager / Scrum masteR / coach**

* Twenty-two years of experience working on a multitude of system implementations, upgrades, and business process improvement projects within Ecommerce, Digital, Healthcare, Biotechnology, Manufacturing, Supply Chain, Marketing, and Insurance industries
* Experience leading large scale, cross-functional, and multi-platform projects focused on system integration, infrastructure, EDI, data mapping, and digital solutions
* Excellent project leadership skills managing several project teams simultaneously consisting of business and IT resources utilizing Waterfall SDLC, PMLC, Iterative, Scrum, Kanban, or a hybrid approached methodology
* Servant leader and energetic motivator partnering with Enterprise Architecture, Security, Infrastructure, Business Systems Analysis, Product, Application Development, Quality Assurance, Performance Testing, Sustaining Application Support, Environment Landlords, Release Management, Business Stakeholders, and Executive Sponsors
* Four years experience leading front-end Agile projects with back-end API integration for web and mobile app development including ecommerce,OMNIchannel, and search functionality

**Education**

**B.A. Business Management** Saint Mary’s College Moraga, CA

**Certified Scrum Master** **Certified Scrum Product Owner**  **PMP Certification**

**SEPHORA** (1/2019 to current): *Senior IT Project Manager / Scrum Master, Contract*

Highlights:

* Servant leader and Coach for six Scrum teams leading iterative development and testing for all front-end development across roadmap projects and enhancements for ecommerce processes including basket, checkout, credit card, order confirmation, homepage, Loyalty, test & target, promotions, marketing, Bazaar Voice, brand, category, and search funtionality
* Sprint planning lead across all roadmap portfolio projects coordinating development planning including multiple dependent front-end and back-end teams
* Dependency management coordination to align front-end, mobile app, and back-end develop coinsides for release to customers
* Strong and energetic leader with a natural ability to handle multiple teams and deliverable simultaneously by holding team members accountable while demonstrating respect and creating a fun work environment
* Implementation of new vendor Bright Edge to implement an intelligent automated solution that works at scale, benefitting both users and search engines, to complement existing SEO program and capture incremental traffic and revenue

Core Responsibilities:

* Scrum Master role leading daily standups, sprint planning, story grooming sessions, and retrospective ceremonies
* Continuous process improvement utilizing retrospective feedback to identify areas for change adoption
* Perform as a coach to help educate Agile principles, drive continuous improvement, and onboard new staff
* Calculate team capacity against velocity partnering with Product to plan development delivery and execution
* Completion of SEO Bright Edge project Discovery phase including IT cost, budget, and vendor and architectural design approvals

**Macy’s / Bloomingdales** (1/2018 to 1/2019): *Senior IT Agile Digital Project Manager / Scrum Master, Contract*

Highlights:

* Performed as a Program Manager successfully completing an integrated $3M project of 100 IT resources to integrate OMNIchannel purchase history from backend legacy systems to the frontend online experience within the web portal and mobile app space
* Successful Agile hybrid delivery of multiple cross-platform teams utilizing vertical slice development with a robust dependency management process linking front-end portal platform, infrastructure, hardware, AIP services, and back-end enterprise system

Core Responsibilities:

* Delivery of IT projects utilizing Agile methodologies
* Provide leadership and direction to multiple business and IT resources to streamline business processes and deliver against project plans
* Utilized internal IT Estimation process to communicate project scope and obtain required resources and manage financial actuals against budget to maintain project forecast
* Adhered to phase gate process and facilitated phase gate approval meetings with business and IT drivers

**Blue Shield of California** (2/2014 to 12/2017): *IT Lead Digital Project Manager / Scrum Master*

Highlights:

* Successful monthly release delivery of Digital Customer Experience Enhancement project managing three Scrum teams with 2 week Sprint development across multiple portal and mobile platforms including dependency management across teams and financial tracking and forecast
* Successful delivery of multiple cross-platform projects including up to 60 resources and $2M budget linking front-end portal platform, infrastructure, AIP services, and back-end enterprise system for healthcare enrollment, payment, and search funtionality
* Successful and energetic leader for multiple project teams including resources from Enterprise Architecture, Security, Infrastructure, Business Systems Analysis / Product, AIP Services, Application, Portal, Mobile development, Quality Assurance, Performance Testing, Sustaining Application Support, Environment and Release management

Core Responsibilities:

* Delivery of IT projects utilizing waterfall SDLC, PMLC, and Agile methodologies
* Provide leadership and direction to multiple business and IT resources to streamline business processes and deliver against project plans
* Utilized internal IT Estimation process to communicate project scope and obtain required resources and manage financial actuals against budget to maintain project forecast
* Adhered to phase gate process and facilitated phase gate approval meetings with business and IT drivers
* Excellent communication facilitation with project team and stakeholders to receive and report out regularly on project status, issues, and risks for escalation and streamlined decision-making
* Led process development by facilitating working sessions, recommending best practices, guided decision-making, and led discussions for deep dive root cause analysis
* Constructed documentation for process development and communication tools required including Visio flow charts, templates, policy and procedures, and PowerPoint presentations
* Built solid relationships across the business and IT organizations
* Volunteered as an enthusiastic leader for team building activities and functions to assist in keeping our organization as a great place to work

**Blue Shield of California** (3/2012 to 2/2014): *Shield Advance Program – Dependency Management Lead*

Highlights:

* Functioned as a Program Manager with two direct reports providing an enterprise-wide dependency management capability and roadmap for a multi-million dollar /multiple year project for a Facets application implementation
* Enhanced the Dependency Management process from program/project level to an enterprise wide capability expanding across all technical integrated platforms including: Facets, EDI, ESB, Web, EIS, and non-production environments
* Direct owner of dependency process with facilitation across the IT organization, project drivers, technical drivers, and executive leadership
* Created Business Analyst training curriculum with assessment, analysis, and training courses
* Migrated manual Excel based process into an integrated process within Microsoft Project Server across PMO organization and resources
* Managed direct reports and over sight of the team’s execution of timely and successful delivery of dashboards, status reports, performance metrics, and roadmaps

Core Responsibilities:

* Manage dependencies (including schedule, functional, technical, resource, and environment) across all projects within the Shield Advance project, as well as, enterprise wide projects to understand and escalate conflicts to executive leadership
* Provide Operational, Management, and Executive level reporting on a bi-weekly basis including project roadmaps and critical path
* Creation and enhancement of critical path reporting for the delivery of the Facets application, as well as, the high risk and critical path impacting dependencies to executive leadership
* Excellent presentation and facilitation skills at all levels within the organization on a reoccurring basis
* Direct manager of two Lead Business Analysts utilizing my leadership skills to direct, delegate, and organize work load, assess work habits and performance, provide continuous feedback and coaching, creation and delivery of annual performance evaluations, and conflict resolution
* Leadership, guidance, and issue resolution for Dependency Management process migration from manual process into an integrated cross-departmental process utilizing functionality with Project Server
* Continuous relationship building with the Executive Staff, Program Directors, Project Managers, and Business Analyst staff across the organization by utilizing effective communication and collaboration skills

**Sutter Health** (1/2011 to 3/2012): *Data Quality Project Manager*

Highlights:

* Performed as a Data Analyst, Statistician, and Project Manager reporting directly to the Vice President of Data Quality
* Managed projects organizing all Quality Performance Improvement Projects and Initiatives
* Managed Monthly and Quarterly Dashboard and Reports for Executive Team, CEO, and Sutter Health Board of Directors
* Managed and Supported Quality data for Home Health, Rehabilitation Therapy, Hospice, Home Infusion Therapy, Home Medical Equipment, Regulatory, Compliance, and Risk Management
* Implementation of Hospice AIM Quality measurements

Core Responsibilities:

* Management of 3rd Party Data Vendors – including vendor selection, data transition coordination, testing, data compiling, and clinical end-user training for Outcome Measure, Process Measures, and Patient Satisfaction
* Data extraction and compiling from multiple sources and creation of run charts, pie and bar graphs, and tables for data trending presentation
* Data and statistical analysis to decipher and identify areas for improvement
* Root cause analysis and process improvement for Home Health mobile device users
* Creation, implementation, and training of project management status and tracking tools
* Development, implementation, and training of Microsoft Access databases and Excel spreadsheets for data tracking and trending tools
* Requirements gathering for all new data trending projects, initiatives, and reports identified to support the growth of the organization
* Continuous relationship building with the Executive Staff, Administrators, Program Directors and Managers, and Clinician-level staff within the organization by utilizing effective communication and collaboration skills

**Genentech, Inc**. (10/2008 to 1/2011): *Senior Planner*

Highlights:

* Project lead for SAP data development for Pharmacore, Xolair, E25, 2C4, and 2H7 drug substance technical transfers, column packing optimization, and resin forecast improvement projects

Core Responsibilities:

* Extensive SAP recipe data development for drug substance technical transfers and continuous improvement by understanding end-to-end manufacturing processes and defining SAP data fields for seamless processing
* Provide manufacturing process improvement initiatives by understanding business processes, system capabilities, and conducting root cause analysis to identify and resolve issues
* Participated on multiple cross functional teams for site wide projects
* Corrective and preventive actions based on discrepancies in the DMS System resulting from manufacturing process anomalies for genealogy correction
* Work toward Class A Metrics for PPIM by applying Class A behaviors into my daily tasks
* Continuous relationship building with various levels within the organization by utilizing effective communication and collaboration skills

**Genentech, Inc.** (8/2005 to 10/2008): *SAP/POMS* *Systems Analyst*

Highlights:

* Team Lead for SAP Implementation (Modules: Production - Process, Production Planning and Detailed Scheduling, Material Management, iDOC) Project Team Lead and Super User including manufacturing execution orders, interface functionality, and inventory business processes including requirement definition, documentation, testing, training, and cutover
* Class A Audit Track / Maintenance Track Initiatives
* Project Lead for multiple Drug Substance Tech Transfers including data modeling, development, testing, and deployment into SAP and POMS
* Cross functional Project Team member: Bagged Glucose Project, Shift Exchange, Budget Management, and Waste Report Enhancement Projects, and QACC SIPOC

Core Responsibilities:

* Developed, deploy, and maintain business system data required for production processing and quality operations within POMS application
* Research and resolution of interface ESB and SAP iDOC transactions between MES and ERP systems
* Participation in several site-wide projects for process improvement working cross-functionally with Planning and Scheduling, Manufacturing, MSATS, Automation, and Quality
* Utilized communication skills by interviewing customers and developers, understanding business processes, defining requirements, and documenting functional specifications
* Created test plans, documented requirements, and performed system, regression, quality, performance and user acceptance test cases and scripts, and conducted testing
* Provided system support for users and counterparts by understanding application functionality and interfaces, and utilizing root-cause and gap analysis to identify system issues
* Worked closely with Application Developers to resolve issues and integrate requirements
* Performed individually and within cross-functional teams to define, enhance, and develop business processes
* Defined departmental roles and responsibilities, conducted training sessions, and assisted with resource planning

**Clorox** (3/2001 to 8/2005): *EDI / SAP Business Analyst*

Highlights:

* SAP Implementation (Sales and Distribution, Materials Management, Trading Partner, and iDOC). Order-to-Cash, Warehouse, Logistics business processes including requirement definition, documentation, testing, training, and cutover
* Team Lead Vendor Scorecard Improvement Project (Wal-Mart and Target) including process improvement and system configuration changes. Increased logistical compliance to > 90%
* Implementation of new EDI documents and functionality into SAP for 204, 990, and 210 motor carrier business process

Core Responsibilities:

* Built solid relationships with Supply Chain, Order-to-Cash, and Logistics by educating ERP Application functionality, aligning project request prioritization, and communicating progress
* Worked closely with programmers and management by defining business requirements, determining prioritization, assessing risk, and financial impact
* Managed multiple projects simultaneously by assessing achievable timelines, communicating resource needs, and performing against deliverables
* Provided analytical research, root cause analysis, and problem solving ability
* Conducted development, quality assurance, and regression testing of system changes and implementations by creating testing scripts and scenarios
* Effective communication skills in building interpersonal relationships, conducting training sessions, and delivering presentations at various levels in the organization
* Strong leadership skills in training and mentoring end-users and team members

**QRS Corporation** (8/2000 to 3/2001): *EDI Logistics Systems Analyst*

Core Responsibilities:

* Provided system support for 200 + end users utilizing QRS Logistic System
* Strong communication skills in translating user requirements into business processes, documenting system change requests, and end-users training
* Performed analytical research and root cause analysis to propose system changes
* Utilized UNIX to locate, move, and manipulate electronic documents
* Worked closely with programmers to research, design, and test system changes
* Managed implementation projects by evaluating requirements against system capabilities, communicating gaps, testing, and monitoring production support
* Created end-user training material, testing scripts, and project plan documentation
* Utilized queries and reports to monitor production support

**Meyer Corporation** (12/1997 to 8/2000): *EDI Configuration Analyst*

Core Responsibilities:

* Extensive experience configuring interface mapping between e-Commerce Translation Software and ERP system for the following business transactions: Purchase Order, Invoices, Ship Notice / Manifest, and Motor Carrier transactions
* Utilized AS/400 tools to create queries, manage communication lines, and manipulate CL programs
* Broad usage of the ERP Application to schedule jobs, create reports, modify user screens, and administer user profiles
* Provided 24-hour technical support for internal users in Customer Service, Logistics, Distribution Center, Accounting, Operations, and Data Integrity
* Worked closely with system programmers and contractors to locate, solve, and test program errors, modifications, and system upgrades
* Generated surveys, flowcharts, reports, queries, letters, databases, testing scripts, and programming specs for IT application projects