

# ROBBIE BISNATH

PRODUCT OWNER  
SENIOR BUSINESS ANALYST  
CERTIFIED SCRUMMASTER

20+ years of experience working with stakeholders and leading development teams to successfully deliver software into production environments.

## CONTACT



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18 Bayliss Ave. Toronto

## EDUCATION

### B. COMM, INFORMATION TECHNOLOGY

Ryerson University, Toronto  
2004 - 2007

### DIPLOMA, PROGRAMMER ANALYST

Humber College, Toronto  
2000 - 2004

### SCS UX/UI BOOT CAMP

University of Toronto, Toronto  
2020 - Present

### CERTIFIED SCRUMMASTER

Scrum Alliance - 2018

### BUSINESS ANALYSIS (BABOK) CERTIFICATION

University of Toronto, Toronto  
2015 - 2016

## OTHER EXPERIENCE

### BUSINESS ANALYST - JONAH GROUP

Cambridge FX, Giesecke & Devrient VMS,  
LifeSecure Insurance (BCBSM), Bank of Montreal  
2011-2015

### PROJECT MANAGER - JONAH GROUP

OneMove eConveyance, Financial Planners  
Standards Council, Advantex Marketing, Bank of  
Montreal  
2008 - 2011

### PROJECT MANAGER - KLIK COMMUNICATIONS

2008

### PROGRAMMER/PROJECT MANAGER - UIM INTERNET SOLUTIONS

2000-2004, 2006-2008

### PROGRAMMER ANALYST - RIVERVINE TECHNOLOGIES

2005-2006

## RELEVANT EXPERIENCE

### SOFTWARE PRODUCT OWNER - ROUTEONE LLC

THE JONAH GROUP | 2018 - Present

- Currently serving as a software product owner for RouteOne's Credit Application System which is used by North American car dealerships to submit consumer credit applications to finance sources.
- Closely working with business and legal stakeholders to analyze and detail high level requirements into feature epics.
- Negotiate effort and scope with development resources to effectively plan and forecast the product roadmap for the next 12 months.
- Led story refinement sessions with the scrum team to ensure requirement are detailed, measurable and have a clear definition of "Done".
- Authored stories using a behavior-driven development approach and produced story maps to illustrate functionality and the interrelations between stories.
- Regularly provided status reports, training documentation and marketing materials to support our customer service teams and ensure smooth user adoption and issue resolution.
- Monitored production defects and triaged high priority issues for patch releases.

### CERTIFIED SCRUM MASTER - ROUTEONE LLC

THE JONAH GROUP | 2018 - Present

- Transitioned to a Scrum Master role to assist with the organization's agile transformation.
- Served as Scrum Master for two different scrum teams simultaneously (Credit Application System and Digital Retail).
- Reorganized the development team to adhere to agile methodologies and principles.
- Managed and lead daily stand-ups, sprint planning, and retrospective ceremonies with team members in Canada, the United States and India.
- Coached product owners to manage the product roadmap and story backlog by assisting with epic definition and story authoring.
- Encouraged and celebrated team achievements throughout the development process.
- Helped to identify roadblocks and issues and guided our team to overcome those obstacles.
- Objectively reviewed conflicting concerns and lead the team to reach a consensus on next steps.
- Provided regular updates to the executive team on development performance (i.e. sprint velocity, burndown, sprint goal achievement and reporting on other success criteria).
- Fostered a culture of excellence and achievement throughout the organization.

### SENIOR BUSINESS ANALYST - ROUTEONE LLC

THE JONAH GROUP | 2015 - Present

- Assigned to RouteOne to rescue stalled Digital Retail project and deliver into production within a short timeline (4 months).
- Worked aggressively with stakeholders, developers and managers to agree on scope and requirements for a minimum viable product (MVP).
- Documented detailed use case documents, outlined user flows, and worked with QA resources to write detailed test plans.
- Upon release of the MVP, worked with the product manager to analyze and prioritize additional feature development based on dealer and customer feedback.
- Established a new documentation strategy for software requirements specifications with the development team and other stakeholders, including the product and legal teams.
- Lead daily scrums to encourage team communication and accountability.