

# Roger Berkley

## Product Owner

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## Professional Profile

- Motivated and forward-thinking product owner with 9 years of experience working in Agile teams.
- Eager to support a professional team with product leadership and guidance over a wide range of efforts.
- Certified Agile practitioner with the ability to communicate clearly and effectively.
- Able to work independently and as part of the team and can effectively understand the needs of the team.
- Proven business analyst and hands-on front-end and low-code developer experience.
- Diverse work experience with international companies, small businesses, and as an entrepreneur.
- Postgraduate in Information Management, Computer Science, and IT Service Engineering.

## Knowledge & Expertise

- |                              |                             |                                 |
|------------------------------|-----------------------------|---------------------------------|
| ❖ Team communication         | ❖ Decision-making           | ❖ UX design                     |
| ❖ Stakeholder communication  | ❖ Focus and Agile mindset   | ❖ Wireframing                   |
| ❖ Product goal definition    | ❖ Problem solver mindset    | ❖ Process discovery & mapping   |
| ❖ Product goal communication | ❖ Servant leader mindset    | ❖ Process improvement & design  |
| ❖ Backlog creation           | ❖ Sprint results evaluation | ❖ Test planning                 |
| ❖ User story definition      | ❖ Constant learning         | ❖ Agile methodologies and Scrum |
| ❖ Backlog prioritization     | ❖ UX analysis               | ❖ Certified Scrum Master        |

## Professional Experience

### ❖ **Owner and Freelancer / Prime Automation B.V.** / The Netherlands / September 2017 to Present

- Product Owner for a Digital Process Operations SaaS
- Working with Agile software development teams as a team member and product owner
- Performing as liaison between business, customer and IT teams to refine the product and incorporate features based on customer demands.
- Partnering with IT and product leadership to drive and manage solution development and ensure the product team understands the direction and vision.
- Collaborating with teams to discover and deliver the best solution to the market presented by the product team and the business.
- Creation and maintenance of the solution vision, roadmap, and backlog of work, including multiple Kanban boards.
- Defined and translated features into user stories within the team's backlog while managing, ranking, and prioritizing this backlog to reflect customer and stakeholder needs.

### ❖ **Business Process Consultant RPA-IPA / Cognizant** / Amsterdam / November 2016 to August 2017

#### *Responsibilities*

- Leading a process automation team through RPA PoC projects from discovery to prototype to production
- Identifying process improvements and designing modular automated business processes

#### *Projects*

- RPA for Trade Finance Services
- RPA for Lending Services
- RPA Centre of Excellence Advisory for Wholesale Banking Operations
- RPA Centre of Excellence Design for Shared Service Center in Banking

#### *Accomplishments*

- Created and introduced organizational BPM Life-cycle for RPA
- Adapted and introduced a fit-for-purpose robotic process modeling notation
- Designed and proof-tested a robotic process delivery framework
- Achieved proof-of-concept objectives and delivered semi-autonomous robotic process software
- Decreased process time-to-customer by 84%

### ❖ **Founder / Process Prime Ltd.** / United Kingdom / May 2016 to September 2016

❖ **Business Analyst / ARM Ltd. / United Kingdom / January 2016 to April 2016**

*Responsibilities*

- Discovery, analysis, and improvement of business functions and processes
- Definition of requirements for business change and software development initiatives
- Collaborating with enterprise architects, program managers, project managers, software architects, and developers
- Managing business requirements, projects objectives & scope, acceptance criteria, and benefits realization
- Defining specifications and recommendations to advance business processes

*Accomplishments*

- Designed a fit-for-purpose and robust IAM business process for multiple information systems (SSO)
- Delivered non-functional requirements for security-by-design, high-availability, scalability, and fault-tolerance for IAM process

❖ **Business Analyst / Bicore Services B.V. / Eindhoven / October 2014 to December 2015**

*Responsibilities*

- Requirements management for PPM software development
- Test planning, test-case development, and black-box testing
- Business Analysis (PESTL, SWOT, Gap, Strategic Alignment, Business Impact)
- Workflow design for Project Portfolio Analysis & Data Visualisation software
- Research of cyber-security and trustworthy information technology (FP7-ATTPS)

*Accomplishments*

- Improved digital outreach by successfully initiating, planning and leading website development and digital marketing project
- Presented research project results to European Commission representatives
- Represented project team and results at a professional IT conference (CySeP-KTH, Stockholm)

❖ **Business Process Analyst (Internship) / Royal Dutch Philips / Eindhoven / February 2014 to July 2014**

- Assignment – Agile practices for Regional IT Operations EMEA
- Master thesis – Business Process Automation using BPMN 2.0: a focus on Enterprise Agility

❖ **Financial Markets Analyst / Thomson Reuters / Cyprus / November 2009 to August 2012**

*Responsibilities*

- Fundamental financial analysis of publicly traded companies
- Focused on emerging stock markets and exposed to international markets
- Managing financial market data quality & sourcing with Stock Exchanges

*Accomplishments*

- Decreased data analysis time by 20% for the Egyptian market monitoring process with process improvement
- Reported emerging financial operating metrics for gulf markets
- Pioneered UAT for Click-Thru financial automation project with Optical Character Recognition

## Education

- **M.Sc. Information Management**, Erasmus Mundus, Tilburg University, Tilburg, Netherlands, 2014
- **M.Sc. IT Service Engineering**, Erasmus Mundus, University of Crete, Heraklion, Greece, 2013
- **M.Sc. Computer Science**, Erasmus Mundus, University of Stuttgart, Stuttgart, Germany, 2012
- **B.Sc. Management Information Systems**, Applied Science University, Amman, Jordan, 2005-2009

## Training & Certifications

- **UiPath Developer Foundation Diploma**, UiPath Academy, 2018
- **UiPath Orchestrator Diploma**, UiPath Academy, 2018
- **UiPath SAP Automation Diploma**, UiPath Academy, 2018
- **UiPath Licencing Training**, UiPath Academy, 2020
- **Lean Six Sigma 'Yellow Belt'**, Cognizant Academy, 2017
- **Scrum Master**, Scrum.org, Certificate in Agile Management, 2016
- **ITIL® Foundation**, AXELOS Global Best Practice, Certificate in IT Service Management, 2016
- **Situational Leadership II**, ARM, Practical Training for SLII theory for effective leadership, 2016
- **Project Management**, Thomson Reuters, E-Learning Programme, 2011
- **Fundamental Financial Markets Analysis**, Thomson Reuters, Classroom training and examination, 2009

References and certifications are available on request.