PROFESSIONAL SMMARY

Dynamic and skilled Product Owner with an Msc. in Professional Communication, 8+ years of professional experience with proven track of delivering results focused on maximizing the Return on Investment on several different business domains. Skilled in building cross-functional teams, demonstrating exceptional communication skills, and making critical decisions during challenges. Skilled at building relationships with employees across all levels of an organization resulting on faster deliveries for process mapping activities. Proficient with Agile, Waterfall, BABOK and ITIL.

EXPERIENCE

Jul 20' - Current   **UBS**   6mths Kraków, Poland

Product Owner / Associate Director

- Responsible for ensuring that my products are managed following the Scrum guide
- Process Transformation Team lead, sole responsible for a team of 7 people in Poland.
- Responsible for creating the framework for projects kick-off and product development
- Providing coaching for the Scrum Masters within the team
- Serving as an internal consultant for Process Transformation/Digitalization area
  Primary computer skills used: Agile, GitHub, JIRA and Confluence.

Dec 18' - July 20'   **EPAM Systems**   1yr 9mths Kraków, Poland

Lead Business Analyst / Delivery Manager

- Responsible for performing highly complex analysis to match technology, requirements and business options
- Setting up Business Analysis Activities to be performed by all the BAs in the project
- Setting up Business Analysis deliverables for each phase of the project
- Driving UAT activities from The Business Analysis side and Tech side.
- High-level evaluation of solution design with Technical team
- Leading end-to-end discovery of Automation Projects
- Acting as Resource Manager for a team of 5 BAs
- Acting as the Delivery Manager for highly profitable projects with 10 people in the project team
- Leading the Dev Team to deliver the RPA Project
- Creation of artifact templates for project usage

- Backlog management and requirement elicitation end-to-end
- Mentoring of other BAs in the unit and outside the unit
  Primary computer skills used: Agile, Prince2, EXCEL, GitHub, COBIT, ITIL, JIRA and Confluence.

Nov 16' - Dec 18'   **HSBC**   2yrs 1mth Kraków, Poland

Business Analyst / Product Owner
- Driving end-to-end scope definition activities for requirement gathering
- Responsible for Requirement and system roadmap
- Product Owner of internal applications
  - Roadmap creation, Backlog management and Ownership of the application end-2-end.
- Providing meaningful IT Reports directly to Business Partners onshore
- Sole responsible for the prioritization and backlog management of internal tools
- Working focused on CRS and FATCA Global Standards
- Creation of epics and user stories for several applications within the HSBC group
- Proposing solutions to improve data quality in HSBC Bermuda
- Looking after data quality in HSBC Bermuda
- Creation of advanced macros
  Primary computer skills used: Prince2, EXCEL, GitHub, COBIT, ITIL, JIRA and Confluence.

Jan 16' - Oct 16'   **UBS**   10mths Kraków, Poland

Data/Business Analyst
- Responsible for data extraction and manipulation for report generation
- Generating results via Business Presentation of data collected through various systems
- Acting as an IT Stream Leader to analyze risk dependencies across multiple projects
- Creation of Macros to speed up data extraction activities
- Reporting monthly metrics to stakeholders
- Managing and controlling a portfolio of project
- Verifying changes within the portfolio to comply with the best practices
  Primary computer skills used: Prince2 and Advanced Excel.

Sep 14' - Aug 15'   **EY - Ernst Young**   1yr Rio de Janeiro, Brazil

IT Risk Consultant
- Responsible for clarifying business needs and convert them to workable requirements
- Recognized as one of the best performers due to high quality of deliverables
- Development of recommendation documents based on IT best practices frameworks
- Process Modelling based on BPMN and Mindmap creating
- Project Management and Risk Management
- Part of the team who created an IT Master Plan with 5 years road map for large enterprises

- Working directly with Business Partners to gather stakeholder's requirements
- Evaluation of solution implemented for IT asset management tools
  Primary computer skills used: COBIT, BPMN, PDCA and Microsoft Project 2013.

May 12' - Apr 14'   **Scopus Technology**   **2yrs** Rio de Janeiro, Brazil

Business Analyst
- Converting demand to workable items for Dev team
- Performing the UAT phases of behalf of the client due to high knowledge on the domain
- Creation of requirement specification based on workshops and business discussions
- Direct interaction with executives to negotiate project scope and main requirements
- Estimation planning with Tech Team and Project Manager
- Detailed non-functional requirement gathering based on IT input
- Creation of requirements specification
- Direct alignment with the development team
- Continued use of interpersonal skills
- Work based on continuous improvement
  Primary computer skill used: ITIL, Business Analysis, PowerPoint, SQL

EDUCATION

2017 - 2019   **Clark University**   Worcester/MA, USA
- MSc Professional Communication

2017 - 2019   **Kraków University of Economics**   Krakow, Poland
- MBA in Information Technology Systems

2012 - 2015   **Infnet Institute**   Rio de Janeiro, Brazil
- Bachelor in IT Management – Graduated in 2015

CERTIFICATIONS

PSPO1, PSPO2, Prince2 Foundations, ITIL® Foundations V3, Microsoft Specialist - Managing Projects with Microsoft Project 2013 and ITSM Foundation Bridge based on ISO/IEC 20000

LANGUAGES

- Portuguese - Native
- English - Fluent
- Spanish - Basic Knowledge

COMPUTER SKILLS

PSPO I, PRINCE2, EXCEL, GitHub, COBIT, ITIL, JIRA, Confluence, BPMN, MICROSOFT PROJECT 2013, PDCA and BUSINESS ANALYSIS