|  |
| --- |
| JR Johnson  24221 Natalie Rae Lane, Laguna Niguel, CA · 949-422-6467  JR.Johnson7410@gmail.com · [JR Johnson LinkedIn](https://www.linkedin.com/in/jr-johnson-b8620631/) |
| *A creative and innovative thinker, team player with excellent communication and analytical skills, bringing energy, enthusiasm, and leadership to problem resolution and solution development. Currently, acting as the Product Manager, Product Owner and Subject Matter Expert (SME) for the Mavent and Encompass Compliance Service products for ICE Mortgage Technology.* |

# Experience

|  |
| --- |
| MAY 2015 – PresentProduct Owner / Sr. Business Analyst, ICE Mortgage technology • Developed and identified the key measures of success, set expectations with all relevant stakeholders, and effectively prioritize across initiatives, teams, and functions.  • Developed and maintained PRD and feature requirements of the product, efficient trade-off of features against time to market priorities.  • Defined the vision and goals for the Product Roadmap.  • Lead effort to gather feedback from both internal and external clients (CSAT surveys, Focus Groups, etc.). Additionally, performed Product Gap Analysis and competitive Analysis and incorporated those ideas into the Product Roadmap.  • Evaluating risks and trade-offs and Proposing contingency plans.  • Managed and Prioritized the Product Roadmap and Backlog. Including tracking progress of the team backlog and commitments against targets.  • Created stories, epics, and themes and ensured work priorities are aligned with both product and corporate initiatives.  • Captured, analyzed, refined, articulated, and documented detailed business requirements, epics, user stories, acceptance criteria and software documentation.  • Drive product backlog maintenance and grooming. • Maintained a healthy, balanced roadmap/backlog that delivers value to our customers with new or enhanced features, healthy defect management, and technical refresh allocation. • Manage requirement changes throughout the project life cycle. • Balanced business requirements with simple to understand language, while including the technical details for the advanced audience. • Synthesize complex information into concise, readable, unambiguous language. • Lead Agile cadence such as Scrum stand up meetings, backlog grooming sessions, review, and retrospective meetings.  • Managed, lead, and trained other Business Analysts.  • Served as a contact to address any Tier 2 and Tier 3 support escalations. |
| Nov 2013 – may 2015IT Business Systems analyst ii, Black Knight Finacial Services • Research and analyze system and manual processes and prepare written recommendations for changes and/or improvements; work with various groups to ensure successful implementations. • Manage medium to large projects, following standard project management methodology. • Support Project Managers by performing Business Process Reviews. • Assess, write and communicate business requirements, evaluate and approve technical requirements, develop test plans, test according to those plans and assist with the system design to ensure system functionality. • Manage system testing to ensure thoroughness and accuracy. • Conduct system and user testing as required to verify system continuity and integration as well as functionality. • Perform detailed ad hoc analysis. Organize and write reports. • Prepared business process workflows for existing legacy systems and newly designed systems. • Answer questions regarding system functionality and processing procedures and issues. • Performed with updating, documenting, and training of new project process methodology within an Agile environment. Oct 2012 – Sept 2013Senior Business Analyst, Vibrant Software • Liaised with business and functional owners during risk engineering and high-level review sessions to derive and execute action plans, meeting deadlines and standards. • Interfaced with business users and IT personal to prepare and update Business Process Requirements and Software System Requirements. • Created test cases, test scripts, and executed test scenarios for QA and UAT. • Create user guides, FAQs, quick start guides, and training materials as appropriate. • Maintain related documentation and actively provide implementation training as well as on-going application support. • Ensured all artifacts complied with SDLC Policies and guidelines. • Prioritized outstanding defects and system issues, ensuring accuracy and deadlines are met. • Provide technical assistance to IT staff in the detection and resolution of system problems. • Communicate and report issues, status, and results to management. • Collaborate with developers and subject matter experts to establish the technical vision and analyze tradeoffs between usability and performance needs • Setting strategic direction based on customer needs and business goals mar 2009 – Sept 2012Contract Senior Business Analyst, Assurant solutions / QBE • Research and analyze system and manual processes and prepare written recommendations for changes and/or improvements; work with various groups to ensure successful implementations. • Manage medium to large projects, following standard project management methodology. • Support Project Managers by performing Business Process Reviews. • Assess, write and communicate business requirements, evaluate and approve technical requirements, develop test plans, test according to those plans and assist with the system design to ensure system functionality. • Manage system testing to ensure thoroughness and accuracy. • Conduct system and user testing as required to verify system continuity and integration as well as functionality. • Perform detailed ad hoc analysis. Organize and write reports. • Prepared business process workflows for existing legacy systems and newly designed systems. • Answer questions regarding system functionality and processing procedures and issues. • Assisted with updating, documenting, and training of new project process methodology within an Agile environment. • Serve as lead to Business Analysts I and II. |

# Skills

|  |  |
| --- | --- |
| * Certified Scrum Product Owner (CSPO) * Strong communication and technical skills with the ability to quickly grasp technical issues/concepts * Dissect high-level information into details and able to communicate details in a manner understood by relevant audiences * Ability to drill down into the details of a delivery request without losing sight of the big picture * Fast learner; able to learn new software solutions, business processes and design techniques quickly and efficiently * MS Office, JIRA, Confluence, SDLC lifecycle (Agile, Scrum, Waterfall) | * Ability to make critical judgement decisions and solid organization skills * Excellent written and verbal communication skills, including the ability to understand, work with, and shape the vision of customers and stakeholders * Proven ability to quickly learn new business domains and technical applications * Excellent written and verbal communication skills, including the ability to understand, work with, and shape the vision of customers and stakeholders |