

Jessica D. LeGrand

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SUMMARY

Skilled Product Analyst with 3 years of experience building digital products in the healthcare and technology industries. Ability to lead and collaborate with globally diverse cross-functional teams. In-depth knowledge of Agile and Waterfall methodologies. Detail-oriented, analytical, and innovative self-starter with client-facing experience.

SKILL SET

Product Analyst | Product Management | Agile | Scrum | Kanban | Entrepreneurship | Diversity & Inclusion | Consulting | Requirements Gathering | User Stories writing

Tools: Aha!, CA Agile (Rally), OmniGraffle, Adobe, GitHub, Jira, Confluence, Slack, Flowdock, MS Office Suite, Mural

Certifications: SAlFe 4 Agilist

PROFESSIONAL EXPERIENCE

Minority Game Changers Inc. Non-Profit

Raleigh, NC

Director of Strategic School Partnerships & Programs | Co-founder

January 2018 - Present

- Partner with school districts to drive strategic initiatives that improve student career guidance and overall relations with under-served communities
- Lead engagements with industry leaders and corporate sponsors to create student programs
- Plan and manage events and interactive sessions with students and corporate sponsors

Optum Technology

Raleigh, NC

Product Analyst | UHC Patient Portal

June 2019 - Nov. 2019

- Solicited requirements from internal business partners and client success leaders
- Led a team of globally diverse developers in the delivery of features to the UHC Patient Portal
- Facilitated scrum ceremonies including; daily stand-up, backlog refinement, sprint planning, demo's, retrospectives, and PI planning
- Collaborated with Product Owners to manage product backlog and roadmap
- Utilized agile performance metrics; burn-down rate, velocity and capacity to ensure sprint over sprint delivery and success
- Created client facing documentation for the UHC Patient Portal

Project Manager | Emerging Technologies

July 2017 - June 2019

- Led enhancement projects for various applications within the UHC network
- Managed up to 5 project teams consisting of analysts, data scientists, and software engineers
- Built project plans, monitored progress, and eliminated blockers to ensure the timely delivery of projects
- Facilitated project status meetings with internal stakeholders and clients

Recruiter | Optum

June 2017-November

2019

- Managed the planning and execution of recruitment events for Optum technology development program
- Collaborated with NCAT university relations, technology specialists, and recruiters to plan logistics of onsite and offsite events
- Partnered with talent acquisition team to develop new hire evaluation processes improvements
- Developed new hire orientation and onboarding plans

Product Analyst | UHC Claims Rule Portal

January 2017-July 2017

- Collaborated with software engineers of the business rules engine to ensure proper delivery and build for users
- Gathered requirements for UI feature improvements supporting technical and non technical users of the Claims Rule Portal
- Prioritized and maintained the product backlog by developing requirements, product features, and writing user stories
- Provided feedback on product status and technical constraints to product owner

Product Manager | Aha & Chatbot

June 2016- January 2017

- Facilitated daily discovery calls to gather requirements for implementation of Aha! tool for up to 15 teams across UHG
- Supported the standardization of the Aha Rollout short- and long-term strategies; including demand intake artifacts, processes and procedures, and onboarding materials
- Created features and wrote user stories for development of technical chat bot

EDUCATION**North Carolina Agricultural & Technical State University**

Greensboro, NC

B.S Management Information Systems, 2016**Sophia Learning, 2020**

Online Courses

Information Technology, Project Management, Psychology, Sociology