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## PROFILE

Product Owner professional a unique combination of skills, including requirement elicitation, process analysis, development, quality assurance testing and application development; experience in top-tier telecommunication, Banking, e-commerce, and consulting organizations.

**EXPERIENCE**

**January 2020 – Present Citi Bank Florida USA**

**Payments SME LATAM**

* Support our LATAM clients as Citi Direct payments SME to define their requirements base on Citi Bank channels capabilities.
* Participate in the elaboration of ICD (Interface communication documents) to integrate client’s systems, Citi systems and partners APIs.
* Manage the overall process from Business requirement to deployment into production and PVT.
* Provide reviews and walkthroughs to channels’ product owners and serve as a bridge between the scrum’s teams and the Business.
* Participated in the design to make a country AML compliance by allowing Systems to validate if payment authorizers have the rights to initiate or authorize payments.

August 2017-January2020 **CITI Bank** (**Polaris Consulting & Services LTD**), DE USA

**Product Owner – Payments**

* Managing product backlog (Epics, User Stories, and Tasks) using JIRA Agile application.
* Guide the development teams to break down large and complex user stories into simplified versions for execution.
* Write, refine, and prioritize user stories to be ready to be included into a sprint.
* Participated in sprint planning, daily scrums, testing, retrospectives, and sprint reviews.
* Participating in PI sessions with business and technology partners to go over user stories and distribute them among the available springs.
* Assisted in closing user storis gaps if any during each individual Sprint.
* Facilitate Burndown chart to stakeholders so they can monitor sprint progress.
* Review requirement completion during demo meetings and as PO provide approval or observations.
* Plan User Acceptance tests and get sign off for production deployments.
* Communicate and aligned with impacted partners applications, stake holders, and back end representatives to deliver a successful end to end solution.
* Supporting LATAM Branches’ change requests by gathering and analyzing business requirements and delivering functional requirements.
* Utilize knowledge of .net, C# and SQL server to have deep understanding of the requirement’s impact in the payment system as well as the impacted modules.
* Obtain from Stakeholders the requirements prioritization and use this information to distribute user stories on specific springs.
* Interacting with Business stakeholders, operation, SMEs, and Architects to detect back end dependencies, impacted tracks and to obtain L0 estimations for purchasable and regulatory business requirements about payment types such as Book Transfer, Domestic Fund Transfer, Cross border funds transfer, e-check and direct debit.

July 2017- August 2017 **CohnReznick**, (**Triad Personnel Services Inc. /Ashley Ellis IT staffing**) NY USA

**AZURE Development**

* Gathering, analyzing and delivering functional requirements for an integration between Dynamic CRM and in-house accounting system.
* Design an API to retrieve data, validate package size, and place package on the right queue based on the size. Initiate Azure services such a Queue client and service message to deliver the message to the corresponding service bus queues.
* Create and configure a worker role to get the message and deliver it to the destination for processing.

November 2015 – February 2017 **ERICSSON**, Lima Peru

**Business Analyst**

* Participated As-Is, To-Be sessions for processes like customer order feasibility (Authorize credit, track & manage customer order handling, manage customer order, track customer order, update order repository, complete customer order, issue customer orders, access customer order, report customer order handling, monitor customer order status and manage customer order status notification), payment, logistic and crew management.
* Completed High-Level design document, which included a BIZAGI diagram of several processes, macro processes, use cases, activities, interfaces, business rules, gaps and premises.
* Aligned and integrated client’s business processes with Ericsson full stack a system composed by Microsoft Dynamic CRM 2016, Enterprise Retail Management System, catalog, billing, charging system and order manager.
* Developed main view and single view Dashboards as an extension of Dynamics CRM.

April 2013 – November 2015 **VERIZON**, Lima Peru

## Technical Business Analyst – Change Management

* Performing current / target / gap / impact analysis, collecting expert input and describing impact across all areas
* Analyzes processes to ensure maximum availability through change and perform user validation of the production modification in staging environment.
* Actively participated in the User Acceptance Testing (UAT) for all Change Management Module releases.
* Interacting with Change Management final users, SME to review all change management module’s requirements for a release.
* Contribute with the creation and maintenance of Business Requirements document, requirements traceability Matrix and UAT test plan.
* Performed activities under software development Life Cycle (SDLC) methodologies including Waterfall model and Agile.
* Used Jira to create an agile project, add user stories, acceptance criteria, epics and backlog.
* Design services to integrate Change manage module with Verizon cloud system to allow cloud user to create change request.

January 2012- April 2013 **ACCENTURE,** Lima Peru

**Technical Business Analyst**

* Accomplished data modeling activities by using Erwin data modeler.
* Delivered quality **requirement specifications to support ERP functional design development**.
* Upgraded ENOVA CRM system by using C#.NET and Visual Studio
* Developed web services on top of ENOVA CRM system to expose client’s relevant information

January 2007–October12 2008**WESTCON Group,** Tarrytown NY

**Senior .NET Developer**

* Enhance customer order experience by using customer’s shopping history to send specific offers tailored to their interest.
* Slashed manual activities time 100% by delivering a Nortel window services solution which parsed a file and stored its contents into database without human intervention.
* Optimized the transferring of incoming XML files for invoice processing to external partners by implementing a .NET window services solution.
* Upgraded and maintained WESTCON .NET three tier E-commerce applications for our branches in Canada, Europe and North America using ASP.NET, C#, JavaScript, HTML.
* Enhance the order process by exposing cross selling and upselling related products
* Display real-time product availability base on location.

August 2005–January 2007 **MARKETAXESS Inc.** New York NY

**PIVOTAL CRM – Bond market**

* Revamped copy coverage solution by minimizing the time to create relationship between new incoming dealers and bond products with sales representatives.
* Extensive experience in writing and tuning complex subqueries, SQL, TSQL stored procedures, functions, views and triggers.
* Supported sales services department through the development of Pivotal agents, reports and database design using CRM Pivotal environment.
* Knowledge about financial products such as treasury bonds, sovereign bonds, municipal bonds and corporate bonds.

June 2004 – August 2005 **Namtra Business Solution**/**Inter-American Development Bank,** Washington DC

**Developer**

* Developed a C# .NET system to automate the selection process for Junior Professional candidates. The solution solved issues in areas like data integrity, impartial evaluation process, human errors and the audit process.
* Generated reports using Crystal Reports, Excel and store procedures.
* Improved human resources job portal by allowing candidates to submit their resumes in any format and converted them into PDF files by using ADOBE ACROBAT and C#.
* Developed of a service for debt projections which consisted of estimated amounts of future loan principals and income repayment for a specific country.

**TECHNICAL SKILLS**

Google Cloud, NET Framework, SQL Server, Microsoft Excel, BIZAGI Process Modeling, C# Programming, Microsoft Project, Microsoft Visual Studio, JIRA, Share Point, TSQL, CSS, XML, HTM, TFS.

## EDUCATION New Jersey Institute of Technology, Newark NJ - Bachelor in Computer Engineering- May 2002

## San Martin University, Lima, Peru - Bachelor in Mathematics Education – 1994

## CERTIFICATION AND TRAINING

ITIL Foundation v3 certified, Diplomat in Project Management - April 2014 and NJ Board of Education Certified

**LANGUAGES**

English , Spanish