**Jeremy Onekea**

*SR Product Manager/Owner*

Plano, Texas 75093

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**ACHIEVEMENTS:**

* + - Experience across multiple industries.
  + Automotive, Healthcare Supply Chain and Insurance, Multi-Family Housing Asset Management, Utilities
    - ***Patent*** #16255406 applied 01/23/19 Augmented Reality Vehicle Safety Inspection.
    - Implemented a Product Development Guild to promote continual growth amongst Product Owners.
    - 10+ years working with Product Development Lifecycle
    - 9 + years’ experience Agile transformation from Waterfall
    - 20 + years’ experience of Software Development Life Cycle (SDLC)

**PRODUCT PORTFOLIO:**

* + - Automotive Aftermarket Integrations
  + Connecting vehicles to acquire , prepare, transform, and deliver data to sustainably serve customers
    - Healthcare Integration Solutions
  + Seamlessly connecting HCIS systems to improve patient care and operational efficiency.
    - Healthcare Supply Chain Cost Optimization
  + Self-service analytics enabling customers to identify, prioritize, track, and measure cost-reduction.
    - Healthcare Workforce Solutions
  + A holistic approach to measuring and controlling workforce utilization leading to fiscally responsible quality patient care.
    - Healthcare Order Management Solutions
  + Automating the procurement process (e-commerce, Transaction & Invoice Management Services, Pricing analytics)
    - Contract Management System
  + GPO core business, referenceable catalog of customer eligibility across all Supplier Contracts.
    - UtilityTrakr
  + Advanced solutions for complete utility management.

**DAY TO DAY:**

* + - Defining product vision, product strategy, requirements and go-to-market strategy, while focusing on the needs of the customer and business
    - Tactically execute product development plans and represent features within cross-functional teams, proposing new feature ideas that address a customer pain point or need based on metrics, market data, and understanding of the customer
    - Interact frequently with customers and operational stake holders to generate requirements
    - Make trade off decisions between potential product capabilities
    - Drive continual improvement through transparency on how product decisions are made to support effective, meaningful and measurable progress.
    - Cultivates the continual development of depth and breadth of key competencies in team members
    - Facilitate brainstorming sessions with others to look for different approaches to current process, tasks , and issues

**QUALIFICATIONS:**

* CSPO, Certified Scrum Product Owner, *The Scrum Alliance*
* CSP, Certified Scrum Master Professional, *The Scrum Alliance*
* SA, SAFe Agilist, *Scaled Agile Academy*
* Product Manager / Product Owner SAFe Certification, *Scaled Agile Academy*
* CBAP, Certified Business Analysis Professional, *IIBA*

**EDUCATION:**

Collin College, *Plano TX*

New Horizons, *Denver, CO*

Executrain, *Denver, CO*

**CAREER:**

09/19 to CUR ***iTech Solutions,*** Dallas, TX

**Consultant,** **SR Product Manager/Owner**

Provides expert content/professional leadership on complex Data Management Strategy & Governance assignments/projects. Exercises considerable creativity, foresight, and judgment in conceiving, planning, and delivering initiatives. Uses deep professional knowledge and acumen to advise functional leaders. Focuses on providing thought leadership within Data Management Strategy & Governance but works on broader projects, which require understanding of wider business. Recognized internally as a subject matter expert.

07/17 to 4/19 ***Toyota Connected North America,*** Dallas, TX

**SR** **Product Owner**

Contributor to the technical direction, planning and execution of programs and projects.  Presenting and collaborating with foreign and national executive team members. Applying analytical and quantitative skills, using hard data and metrics to back up assumptions and opinions. Driving collaborative input to a state of the art, multi-region, multi-cloud self-healing platform equipped with predictive and analytical intelligence.  Multifunctional, diving deep into the details while providing strategic input. Driving strategic planning, project execution, development and operations for emerging telematics and fully connected projects.  Taking concepts from a napkin and leading it into profitability. Collaborating effectively in a fast paced, ambiguous startup environment with unwavering passion for success. Applying Scrum/Agile practices including managing user stories and ensuring success criteria is appropriately captured. Corroborating and forecasting customer requirements, translating them into value driven functions and features. Asking questions to dig into development issues, quickly gathering and synthesizing information to devise a plans, get buy-in and move towards a resolution. Delivering products/services in a high-growth environment, exhibiting strong ability to identify and solve ambiguous customer-focused problems. Encouraging best practices for systems architecture, planning, and operations. Delivering products/services in a high-growth environment, identifying and solving ambiguous customer-focused problems. High attention to detail while juggling multiple, competing priorities simultaneously and making things happen in a fast-paced, dynamic environment. Taking concepts from a napkin and leading it into profitability.

12/16 to 04/17 ***Tata Consultancy Services,*** Dallas, TX

**Technical Product Manager**

Coach the development team toward Agile transformation by articulating the skills, knowledge and mindset in theory to applied daily practice. Interface with stakeholders as the primary contact for business requirements to define a product vision. Proactively communicate the product vision and collaborate with the delivery team in order to provide, iterative, innovative solutions, leveraging cloud, SOA, and micro services.

04/16 to 10/16 ***Interface People,*** Lewisville, TX

**Product Owner, Integration Services**

Managed the vision for the Integration Services delivery team. Motivated the delivery team by providing clear goals and driving the incremental value that was delivered to customers. Managed stakeholders by communicating updates to services, delivery, and support. Reviewed and analyzed feedback and new requirements from product stakeholders. Break down feature-level requirements into detail-level user stories so that they were consumable and testable by a Scrum team. Assessed the impact of defects in order to properly prioritize technical debt versus product evolution. Assist the delivery Scrum team during regular ceremonies: feature review, grooming, sprint plans and demos by being the voice of the customer and communicating the value behind each product and prioritization decision. Ensure that Scrum team deliverables meet agreed upon standards for quality, non-functional requirements, and that the output meets the stated business need.

09/15 to 03/16 ***AIM Consulting****.* Irving, TX

**Consultant, Technical Product Owner**

Consultant at Vizient Inc. Coaching Business Analysts on the transition to Product Owners. Coaching teams on transitioning from a waterfall to Agile development environment. Establishing collaboration efforts between the Product Owner group and Product Management, providing improved efficiencies to internal and external persona. Managing stakeholder feedback to better understand real market problems and deliver value to the marketplace.

07/11 to 09/15 ***MedAssets,*** Plano, TX

**Product Owner/Business Analyst Consultant**

Using the Scrum agile methodology of software development, worked as a liaison between the customer, product management, and project team to gather requirements, and groom user stories for sprint commitment. Providing high-level estimates to scope projects. Conduct gap analyses to identify solutions that are cost effective and meet requirements. Plan and conduct interviews with business areas (end-users and managers) and technical staff. Coordinate with team members for peer and client reviews of documentation. Work with Technical Documentation team to ensure application documentation reflects current functionality. Support the project delivery team during design, construction and testing of the project and facilitate. Assist with User Acceptance Testing

10/10 to 07/11 ***Minol****.* Addison, TX

**Billing Analyst**

Analyze, interpret, and report on utility billing rate trends. Workflow analysis and modification. MS Access database design, development, programming, implementation, training and support.

08/08 to 06/10 ***Riverstone Residential Group****.* Dallas, TX

**Director Utility Services**

Managed the implementation of the utility billing platform from initial requirement through final delivery. Managed inter-departmental work-flow analysis group to target inefficient areas and improve productivity. Analyzed business processes and made changes as necessary to ensure maximum productivity. Managed the implementation of a training program from employee profiling through final training curriculum. Coached several teams on how to draft business requirements to make necessary changes to billing platform. Managed and coached teams on how to draft and execute test cases to ensure the delivery of the scope as defined in requirements.  Managed the implementation of a Customer Service Department from organization and operating metrics, required telephonic hardware and software, and required training materials and protocols. Daily Tasks: Monitored Training incoming staff on utility regulations, billing practices, and software usage. Established and monitored KPI’s to ensure the effectiveness of business practices against client needs. Incorporated new software capabilities into existing workflows to streamline workflows. Audited rate schedules to ensure billing accuracy. Researched billing issues with staff to provide on-hand training that promoted individual growth. Coordinated with other departments to streamline workflows and incorporate utility billing into Property Management. Trained customer service staff for inbound calls. Created a workflow to facilitate customer service call management with research requests to billing coordinators.

08/07 to 08/08 ***Starnik Systems, Inc.*** Lubbock, TX

**Director Operations**

Prepared/Executed; Project Plans, User Acceptance Testing, Business Requirements, Functional Requirements, Integration Planning, used Adaptive and Predictive Methodologies for JAD.

Maintained front office operations. Handled Customer Service and technical support calls, SAP training support for all customers, Product Demonstrations, analyzed business processes to gauge the effect of programmatical changes for all customers, research for Product Development and assisted in Marketing Development. Coordinated programming development with overseas and local programming staff. Coordinated with clients at the senior and business levels to execute integration plans. Monitored Bug tracking, escalation, and resolution. Monitoring customer objectives against resource availability and long-term service goals.

08/04 to 08/07 ***Energy Billing Systems, Inc.*** Colorado Springs, CO

**Business Analyst**

Coordinated with vendor to supply Business Requirements detailing system functionality for a new billing platform. Designed test plans combining three ERP platforms to provide a single SaaS solution. Interacted with multiple departments at all levels to defined parameters for the test environment.  Executed test plans to verify the scope of all requirements, including in depth financial analysis and reporting analysis.  Created training manuals for staff to facilitate system platform migration. Created a business plan to decommission 3 active platforms and migrate to the new billing platform in 2 years time.

10/97 to 06/02 ***Pacificare***, Greenwood Village, CO

**Business Solutions Analyst**

JAD development and implementation using predictive methodologies, writing business requirements for system modification, system testing, procedural cross-training, financial analysis, project management, month close financial reporting, collections analysis, audit analysis, applying federally regulated mandates to current business processes to maintain HIPAA, ERISA, BBA, BBRA compliance, creating new Policies and Procedures to cut administrative cost. Report formatting and analysis, Medicare analysis, workflow analysis, process improvement, database design, database development, database maintenance, month end report preparation, financial analysis, system analysis and modification and assisting in drafting business requirements for system modification. Reconciliation duties include downloading reports from HCFA, importing them in MS Access, data entry, reconciliation of Medicare members, researching Medicare discrepancies. Reports Analyst duties included design and set up of databases for reporting and analytical purposes. Also processed commercial membership enrollment and account reconciliation on a monthly basis and open enrollment.

**SKILLS:**

*Product Management*

Management, Product Strategy, Agile Methodologies, Product Development Life Cycle, Project Management, Cross-functional Team Leadership, Program Management, Business Requirement, Requirements Analysis, Business Outcomes, ROI, Tactical Execution, Performance Analytics, Servant Leader, Business Process Improvement

*Automotive*

Telematics, Aftermarket hardware integrations, IoT, Big Data Processing (Azure & AWS), Mobility Services, Fleet Management, Early Detection Early Resolution (EDER/Predictive Maintenance), CAN bus, OBD2, Predictive analytics to replace DTCs

*Healthcare*

Interoperability, GPO, HMO, Supply Chain, Procurement, Workforce Management, Clinical resource Management, EDI, HL7, ESRD, Institutional, and Medicare submission and financial reconciliation, Compliance (MACRA, MU,HIPAA, ERISA, BBA, BBRA, and general CMS), MMR-Capitation Reconciliation

*Software*

Visio, Office 365, Visio, MS Visual Studio, Visual Basic, Axure, Datawatch Monarch, SQL, Rally, TFS, JIRA, Sharepoint, Confluence

*Utilities*

State, County, and City Regulatory Compliance (PUC, ERCOT, TCEQ, Southern California/San Diego etc.), Rate Analysis