JENNIFER DSOUZA

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SUMMARY

- 15 years of experience with expertise in Technical Project/Product Management, Business Analysis, Requirements/Gap Analysis, Data Analysis, Program/Portfolio management.
- Well versed with managing cross functional teams and stakeholders (Engineering, QA, Account Management, Sales, Executives) and executing projects in a global environment.
- Proficient in writing requirement specifications (BRD's, PRD's, WBS), business proposals, process documents, technical design documents, user stories; defining acceptance criteria and backlog management.
- Extensive experience in end-to-end project delivery from feasibility studies to post-implementation using both Waterfall and Agile methodologies.
- Individual contributor and team leading roles in business critical projects. Well versed in direct customer interactions at Senior, mid-tier and operational users.
- I am a quick learner and can adapt in quick changing environments by managing priorities.

AREAS OF EXPERTISE AND TECHNICAL SKILLS

Project/Product Management	Waterfall and Agile Methodologies, Stakeholder and Client Management, Risk Mitigation, Scrum, Product Owner-Backlog management, User Stories, Epics, Retrospectives
Business Analysis	Client research, Product Roadmap, Requirements Analysis, Gap Analysis, Data Analysis, Functional and Technical Specifications, B2B integrations (EDI, FBDI, API), ERP integrations (Oracle, SAP, Infor, JDE)
Project Management Tools	Smartsheet, Gantt Charts, Project Libre, Redmine
Technical Skills	SQL, PL/SQL, Oracle, Postgres, XML, HTML
Tools	PL/SQL Developer, TOAD, MS Visio, Google Draw, Postman, Talend API tester.

PROJECTS

Director, Project and Product Management   04/2015 – Current
Direct Commerce, San Francisco, CA

- Currently as Director of Project and Product Management, I create and maintain the portfolio of customer implementations and enhancements for Direct Commerce's SaaS based Source to Pay solution, involving Order Management, Electronic Invoicing, Workflows, Discount Management, Variance and Dispute Resolution, Payments, B2B Data Integration (API's, File based to customer's ERP's, EDI).
- I define the Product Roadmap for Direct Commerce S2P solution along with the CTO and VP of Engineering and provide RFP support to Sales and Sales Engineering.
- As Product Owner and manager, I manage the backlog, create user stories, epics and mentor the teams to deliver a minimum viable product to provide maximum benefit for our end customers. Customer implementations are executed either in Waterfall or Agile or a Hybrid depending on what works best to achieve the goals of the project.
- I directly manage 3 Sr Project Managers in the Engineering vertical, actively mentor and manage engineers, Business/QA analysts and third party vendors.
- As a Sr Technical Project Manager I have successfully executed and deployed S2P (Source to Pay) solutions for various clients in Retail, Healthcare, Food Distribution industries and enabled automated paper less invoicing and providing cost benefits to customers and helped streamlined their Accounts Payable and Purchasing departments. Key stakeholder interactions include Financial Heads, Procurement Leads, AP Managers, 3rd party vendors, Treasury. Successful implementations have yielded 70 – 80% paperless invoicing at client AP departments.

Business and QA Analyst 09/2014 – 03/2015
Direct Commerce, San Francisco, CA

- QA Analyst for testing implementation Source to Pay modules for Direct Commerce. Performed gap analysis and contributed to gathering requirements for missed use cases.

Freelance Consultant 2012 – 2013
San Jose, CA

- Undertook multiple short term freelance assignments for global clients in the area of business analysis and database programming. Projects included an insurance comparison portal for a leading provider in UAE.

Business/Data Analyst 08/2008 – 08/2009
Bank of America, Chicago, IL (contract)

- Analysis for Data Retention and Application Transition related merger operations between Bank of America and LaSalle bank
- Conducted business and technical process analysis with internal and external stakeholders (ABN AMRO, RBS) to understand how data was stored, processed and archived in applications. Was a key decision maker for Change Management and documented business and technical processes per merger agreements on code release/decommissioning decisions and data retention policies.

Project Manager 06/2006 – 01/2008
Bank of America – Tata Consultancy Services, Charlotte, NC

- Identified new projects and areas for Customer Service and Support Technology application enhancements, created proposals and presented them to business and IT governance teams.
- Was responsible for managing and mentoring an eight-member team of diverse technical professionals; which involved role definition, resource recruitment and allocation, supervision of ticket resolution, maintaining team score cards, team mentoring and sharing best practices.
- Engaged cross functional teams and SME's to clear a long outstanding backlog of support tickets in record time.

Project Lead/I.T. Analyst 04/2005 – 05/2006
Bank of America – Tata Consultancy Services, Bangalore, India

- Conducted Requirement Analysis and design for Availability Reporting (VGS/IVR Reporting) by engaging technology and business partners.
- Engaged with QA leads to provide and showcase TCS capabilities for the SEI – CMMI Level 5 audit on a project shortlisted for final audit.

Software Developer 01/2003 - 03/2005
Tata Consultancy Services, Mumbai, India

- Developed modules - Public Issue, Bonus Issue, Interest Processing, Issue of Warrants, Printing and Dispatch using Oracle Forms and Reports 6i. Designed and developed UI screens and reports for Share Registry and Accounting Suite.

Software Developer, Trainee 10/2002 - 12/2002
Tata Consultancy Services, Trivandrum, India

EDUCATION AND CONTINUED LEARNING

Data Analysis – *Currently learning on Coursera.*

Bachelor of Engineering, Electrical and Electronics, *Bangalore University*