

Work Experience

LegalQ

Remote, MN

Business Analyst

July 2020 – Current

- **Overview:** Coordinating development of the UI/UX design for the mobile and web applications for LegalQ. Develop and train operations protocols for customer success and client management. Produced typical BA deliverables: User Stories/use cases, diagrams, process models, wireframes, functional and technical specification, BRD/URD, Screen flow/Journey map, UAT/Demo
- Responsible for product vision, strategy, portfolio management, roadmap, backlog, implementation and development of the SaaS web and mobile application.
- Maintain a deep understanding of the product and speak with customers about the most relevant features/functionality for their specific business needs
- Defining project scope, goals and deliverables to ensure consistency with company strategy and commitments using agile methodologies
- Defining and conducting test cases on new product software updates
- Developing set of guidelines for customer service's interaction with customers and clients
- Conducting the gathering of user stories to further implement product changes to increase profit margins and retention
- Educate the business market about the power behind inspiring performances with LegalQ SaaS solutions

Medtronic

Columbia Heights, MN

Engineering Consultant (Product Analyst)

January 2019 – July 2020

- **Overview:** Unique position where I covered a very broad area of product related activities. Worked closely with multiple internal teams and external clients to define and clarify project/product requirements using agile methodologies. Worked with our internal project development teams, developing requirements documentation using Jira, use cases, user stories, workflow and mockups to help clarify and communicate requirements and solutions to our internal and external customers.
- Products: Pacemaker Programmers. Examples: 2090 Carelink, Smartsync, Encore
- Coordinated the creation of solutions using data and user info for specific med device software and products
- Translated product strategy into detailed requirements for final product development by engineering and software teams.
- Involved with writing and conducting user stories and device malfunction complaints documentation using Jira
- Worked extensively with other teams to define and execute launch and marketing plans
- Structured, planned and implemented changes within the context of established strategy
- Improved implementation process to ensure products are accurately implemented and in compliance
- Researched and resolved device, software and operations issues using big data and diagnostic analyses
- Involved with pre and post-audit product operations and documentations with FDA and European regulators
- Proposed and implemented cost saving (>\$50,000) measures to identify lost and undocumented parts
- Led process improvement sessions throughout the product life cycle to improve team processes and correct systemic defects. Engaged with company resources to develop a better understanding of the needs of the customer
- Developed and maintained professional relationships with hospital staff, customers and Medtronic representatives

Mayo Clinic

Rochester, MN

Biomedical Equipment Specialist/IT Intern

March 2018 – August 2018

- **Overview:** Learned most activities within a hospital/medical environment while working with multiple technologies
- Followed and analyzed new HIPAA and FDA guidelines including cyber-security vulnerability management
- Analyzed, troubleshoot, repaired and calibrated simple and complex IT issues related to medical devices SaaS
- Deployed hospital-wide software and hardware updates on medical devices while adhering to cyber-security protocols

City of Eagan

South Metro, MN

Project Manager

April 2010 – August 2018

- **Overview:** Responsible for planning and overseeing projects to ensure they are completed in a timely fashion and within budget. Planned and designated project resources, prepared budgets, monitored progress, and kept stakeholders informed.
- Coordinated operations/projects for a team in the electronics, parks and IT sector using agile methodologies
- Defined project scope, goals and deliverables to ensure consistency with company strategy and commitments

Education

University of Minnesota - Moorhead

Moorhead, MN

Bachelor of Science – Operations Management

December 2020

Dakota County Technical College

Rosemount, MN

Associate of Science – Biomedical Electronics

August 2018

Technical Skills

Advanced: Excel, VBA, SAP, Salesforce, Trello, Slack, MS Project, Epic, SQL, Visio, Adobe Experience

Intermediate: Tableau, Azure DevOps, Jira, R, Java, AWS, Python