**Slim Boroumi**

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**Objective:**

Seeking a Product Owner position in Information Technology field.

**Technical Skills/Areas of Experience:**

* 7 years of experience working as a Product Owner, facilitating daily Sync-up call, managing Sprint board, Team backlog, creating/refining User Stories, Features and Epics, end of iteration Demo, and Retrospective using Jira and DevOps
* 25 years of experience working in Info. Technology field, performing Requirements Analysis, creating User Stories, Use Cases, Data Mapping, Flow Charts, Wireframes, & Mock-Ups, Gap analysis, Data analysis, Functionally and User Experience testing using the following tools:
  + Atlassian Jira, MS-Visio, MS-Office, DevOps, MS-Project, MS-SharePoint, HP Quality Center 10, Mercury QMG, Snagit, HyperSnap, Mercury Test Director, ClearQuest 7.0, Advance Query Tool v9.0, and Clarity Software
* 15 years of experience working in an Agile framework environment
* 4 years of experience with data migration project including data mapping, and creating source to target document
* 4 years of experience working with the Geographic information system (GIS), capturing, storing, manipulating, and analyzing geographical data
* Excellent communication, documentation, JAR/JAD facilitation and presentation skills

I**ndustry/Domain Experience:**

Online Retail, Marketing & Retail Data, Automotive Claim, Customer Service, Logistics, Call Center, Internet, Marketing, e-Commerce, Financial Market, Telecom domain, Investment Management, Electronics Manufacturing, Oil & Gas (*Environmental Health & Safety*), and Health Insurance Marketplace enrollment

**Education:**

**University of Phoenix**

Bachelor of Science in Business Information Systems (GPA 3.8) 1999

**Certification:**

Certified SAFe® 5 Product Owner/Product Manager 2020

**Professional Experience:**

**OTIS Elevator, Farmington, CT 07/2018 – 11/2020**

**Product Owner** [*thru LnT]*

**Environment: Microsoft, MS-Azure, DevOps, Decisions Business Rules**

**Project Methodologies: Agile, Scrum**

**Tools:** DevOps, Jira Scrum, Office 365, MS-Skype, MS-Visio, MS-Teams, WebEx, Decisions BRE

* Evaluated various Business Rules Engine in the market – worked very closely with the DevOps team and BRE vendor in implementing Decisions Business Rules Engine in MS-Azure environment.
* Ran onshore/offshore daily Scrum call.
* Facilitated daily sync-up call with the Business Rules [BRE] team.
* Attended Scrum of Scrum call and provide status for the BRE team.
* Maintained and prioritized BRE team backlog using DevOps and Jira tool.
* Analyzed existing Otis dispatch processes through user interviews, and workshops.
* Documented and created use cases for elevator opMode, dispatch, and back in-service.
* Created weekly business rules activity report for management.
* Created and groomed Epics, Features, User Stories, definition of done, and acceptance criteria for each user story for development team.
* Worked with Product Management team decomposing features into tasks for the team.
* Worked closely with the System testing team, reviewing and validating Test cases for the business rules engine.
* Managed and coordinated team dependencies making sure they are assigned and completed.
* Contributed to quarterly Product Increment planning.
* Created sprint status and velocity report.

**Nielsen, Oldsmar, FL 01/2013 – 07/2018**

**Proxy Product Owner** [*thru TCS*]

**Environment: Microsoft, SQL, Java, & SharePoint**

**Methodologie: Agile, Scrum/Kanban**

**Tools:** Jira Kanban, Confluence,Google Gmail/Calendar/Hangouts, Google Drive/Docs/Google+, MS-Visio 2013, MS-Office 2013, MS-Lync 2013, SharePoint, and Outlook 2013

* Ran onshore/offshore daily Scrum call.
* Managed team backlog, created User Stories, Features and Epics using Jira.
* Scheduled, facilitated and ran the requirement gathering meetings with Product team, Application Developers, Technical Leads and Stakeholders for capturing and documenting business requirements for Coverage Product Line (CPL) project.
* Created Business Requirements documents (BRD), Use Cases, and Process Flows using MS-Visio and MS-Word for storing, analyzing, managing and displaying geographical data (GIS).
* Collaborated with MicroStrategy and Visual Crossing team to integrate Map and Business Intelligence data into CPL Project.
* Analyzed the existing data for migration and created data mapping, source to target.
* Performed GAP Analysis and reviewed GAP details with Product Management team.
* Worked closely with UX team to review and validate Mockups and Wireframes.
* Worked closely with QA team in creating and validating test scenarios.

**Daimler North America LLC (DTNA), Portland, OR 11/2010 – 01/2013**

**Sr. Business Systems Analyst –** [*thru Syntel Inc*.]

**Environment: Microsoft, IBM, SQL, J2EE, XML, & SharePoint**

**Methodologies: Waterfall**

**Tools:** Advance Query Tool, MS-Visio 2007, MS-Office 2007, Cognos, DB2, ClearQuest 7.0, SharePoint, and Lotus Notes 7.0

* Took the initiative to learn Online Warranty Claim processing system from claim creation thru submission, approvals and recovery.
* Produced various deliverables i.e. Scope document, Business Requirements, System Flow, Environment diagram, and Functional Design documents including Web-Services specifications for implementation of Online Warranty Claim Processing system (OWL) to Daimler Mexico.
* Scheduled, facilitated and ran the requirement gathering meetings with business unit managers for capturing and documenting business requirements for Online Warranty Claim system.
* Created functional design documents for Cross-Border Repair/Service, Warranty Campaigns, Customer process & Warranty Claim Reports.
* Worked directly with Developers, created data extract, data load, and data mapping using ETL process for uploading Customer data, Campaigns data into OWL database.
* Attended weekly Project status meeting and provided status and updates.
* Created and Managed Change Request, defect/resolution related to Online Claim Warranty system using ClearQuest 7.0.
* Performed Ad-hoc System Functionality testing, Usability / User Interface (Labels, Text, Systems Error Messages, Business Rules, and Button Controls) testing, and data validation in DEV and QA Environment.
* Attended Weekly ‘Build/Release’ Management ‘Go/No-Go’ Meeting.

**HealthCompare Insurance Services (HCI) Inc., Orange, CA 08/2009 – 11/2010**

**Sr. Business Systems Analyst –** [*Consultant thru Rofous*]

**Environment: Microsoft, .NET, SharePoint, SOAP, and Microsoft CRM**

**Methodologies: Agile**

**Tools:** MS-Visio 2007, MS-Office 2007, MS-Project 2007, Outlook 2007, and TFS

* Defined, captured and documented business requirements for development of Online Enrollment System (OES) for Healthcompare E-commerce Website for selecting, comparing and purchasing individual and family health insurance plans, and Medicare.
* Developed and executed Test plan and Test Cases for Online Enrollment System.
* Created and managed defect/resolution tickets, Risks & mitigation, Open Issues, Lessons Learned and Change Management.
* Scheduled, facilitated and ran the JAR meetings with business units and project sponsors for capturing and documenting requirements for HCI Web, and Medicare initiative.
* Outlined and documented the changes and enhancement requirements for OES phase II redesign project.
* Created and managed Pre-& Post Deployment Plan and activities for the OES project.
* Performed functionality testing in UAT Environment.
* Attended daily Scrum meeting and provided status.

**Computer Sciences Corp. (CSC) El Segundo, CA 11/2008 – 08/2009**

**Sr. Business Analyst**

**Environment: Java, SAP, Mercury, Enterprise Business Warehouse, & Microsoft**

**Methodologies: Waterfall**

**Tools:** MS-Visio 2003, MS-Office 2007, MS-Project 2003, Lotus Notes, Mercury Tool, Jira Issuing tracking, Mercury QMG, TOAD, and HyperSnap

* Defined and documented business requirements for development of Working Capital Business Intelligence Web reporting tool consist of six business metrics.
* Developed Project Schedule and Test Plans for Working Capital Business Intelligence effort.
* Created and managed defect/resolution tickets, Risks, Lessons Learned and Change Requests using Mercury change management tool.
* Created Deployment Plan, and managed data and application deployment to QMG, UAT, and Production environment.
* Identified, and designed business reporting needs using SAP Business Warehouse tools.
* Managed all activities related to Business Intelligence Working Capital effort.
* Scheduled and facilitated JAR meetings with business users gathered and documented business requirements.
* Performed UAT testing.

**Carl Karcher Enterprises Anaheim, CA 11/2007 – 11/2008**

**Business Process Analyst –** [Consultant thru Unified Tech]

**Environment: .NET, SQL, ERP, EDM, POS, IBM AS/400 & Microsoft**

**Methodologies: Waterfall**

**Tools:** MS-Visio 2003, MS-Office 2007, MS-Project 2003, Outlook 2007, and Snagit

* Scheduled and facilitated JAR meetings with business users gathered and documented business requirements for construction of a Graphical User Interface for Restaurant Menu item data entry.
* Conducted interviews with employees to understand and document Product Marketing, Logistics, and Operations 'As-Is' business processes.
* Documented and recommended ''To Be' business processes.
* Created data migration Project Charter document, and Functional Specifications document which included conceptual design diagrams, data specification tables, use cases for development of 'Restaurant Menu item' Web-based User Graphical Interface.
* Created and managed application/data migration project plan, tasks, and activities.

**Alorica Inc. Chino, CA 10/2006 – 11/2007**

**Sr. Business Analyst –** [*Consultant*]

**Environment: .NET, MS-SQL, CRM, Microsoft Platform, EDI, B2B/B2C**

**Methodologies: Agile**

**Tools:** MS-Visio 2003, MS-Office 2007, MS-Project 2003, Outlook 2007, Enterprise Architect, Mantis, and HyperSanp

* Facilitated JAR meetings with business users, gathered and documented business requirements including business rules, data specification details, Mockups, Use Cases, and Call Flow diagrams for design & development of Helix CRM for Call Center Services, logistics and warehouse management.
* Gathered user requirements and created Functional Specification for enhancement to company’s e-Commerce system.
* Performed extensive QA and UAT testing on Costco Concierge Services CRM.
* Managed project change request, defect issues, escalation and resolution status, tracking and meeting using MS-Excel, Mantis and MS-Project 2003.
* Prioritized tasks, and provided management, Call Center program manager and the client with weekly projects status report.
* Created custom weekly and monthly call reports for management using Helix CRM, SQL, and Business Object.
* Maintained Costco Concierge Services CRM product knowledge base, Issue/resolution codes, and Product Master List.

**Countrywide Financial Corp. Thousand Oaks, CA 02/2006 – 10/2006**

**Lead Business Analyst –** [*Consultant thru Transworld Software*]

**Environment: .NET, SQL, Siebel CRM, SharePoint, & Microsoft**

**Methodologies: Home Grown Agile**

**Tools:** MS-Visio 2003, MS-Office 2003, MS-Project 2003, Lotus Notes 5.x, PVCS Tracker, and Snag it

* Reviewed, and analyzed Marketing Campaign “as-is” business processes.
* Created and delivered streamlined “to-be” business processes for Marketing Campaign.
* Created Functional Requirements Specifications document (FRS) for design and development of Marketing Campaign Management system initiative utilizing Siebel CRM front-end and SQL 2003 back-end.
* Identified and evaluated business areas and systems impacted by Marketing Campaign Management system initiative.
* Gathered and created business requirements including business rules, user screens for design and development of an RSVP event Web-Site.
* Scheduled meetings and facilitated JAR sessions for gathering business/user requirements.
* Resolved and assigned defect issues related to Marketing Campaign Management application using PVCS Tracker.
* Acted as a liaison between Marketing Solution Office and Corporate Marketing business units.

**Homestore Inc. Westlake Village, CA 01/2005 – 02/2006**

**Sr. Business Systems Analyst –** [*Consultant*]

**Environment: .Net, Content Management, Heat, CRM, SharePoint, & Microsoft**

**Methodologies: Waterfall**

**Tools:** MS-Visio 2003, MS-Office 2003, MS-Project 2003, MS-SharePoint, Heat, and Adobe Photoshop

* Performed Business Systems Analyst duties - Gathered detail information and documented business requirements including business rules, Wireframes, Front-End conceptual design, use cases, two/three steps content publishing workflow diagrams for creating and publishing contents.
* Performed Content Management analysis, content type, content inventory, and content Meta data; organized and classified contents of Homestore channels.
* Created Content Authoring templates for content type: news, articles and employee Memorandum.
* Managed user acceptance testing for MS-Content Management system roll-out and provided user training.
* Gathered detail information and documented business/systems requirements for adding new widgets, sub-channels and enhancements to Consumer Media Services, Online Retail, and distribution web pages on Homestore domain.
* Generated and managed defect/resolution tickets.

**Atlantic Richfield Oil Co (Arco) Los Angeles, CA 10/1995 – 01/2005**

**Business Analyst / Project Manager**

**Environment: Telecom, Microsoft, ERP, Mainframe, Content Management, Oracle 9i, .NET, & SharePoint**

**Methodologies: Waterfall**

**Tools:** MS-Visio 2003, MS-Office 2003, MS-SharePoint, MS-Project 2003, Clarity, and Remedy

* Developed and delivered detail system requirements document and uses cases for Vignette Content Management deployment.
* Delivered Vignette Content Management system 'executive summary' document, Vignette Content Management system analysis, two/three steps content publishing Workflow, and conceptual design documentation.
* Organized, channelized, and classified the content of Arco Intranet and Internet site.
* Performed and prepared systems analysis, content type Meta data, and GUI conceptual design for Vignette 7x content management project.
* Performed and managed user acceptance testing for Vignette content management roll-out and provided user training.
* Attended Change Management meetings and initiated follow-up action with the project team.
* Documented, resolved and assigned system defect issues using Mercury Test Director.
* Provided leadership and managed I.T. migration team with planning, scheduling and rolling out new Desktops, Remedy Help Desk application, MS-Office 97, Tivoli, IBM 3270, and MS-Operating systems on Corporate Desktops.
* Performed Gap analysis and created scope document for Market Data Application installation and Infrastructure upgrade for Arco Investment & Management groups.
* Coordinate testing, system upgrade, installation, training activities with user groups and the technology vendors.

**Training:**

SAFe® 5 Product Owner/Product Manager 2020

SAFe Product Owner/Product Manager (POPM) 2020

Business Rule Engine Training (*Beginner and Intermediate*) 2019

Agile Planning – Project Initiating and Requirements Gathering 2016

Agile Project Management Essentials 2016

Doing Estimates and Completing the Release Plan 2016

Agile Planning and Monitoring Iterations 2016

Ensuring Delivery of Value and Quality in Agile Projects 2016

Scrum Development Process 2016

In Search of Excellent Requirements 2005

Project Planning and Implementation 1997

Exceptional Customer Service 1995