

## TECHNICAL PRODUCT MANAGER

### PRODUCT STRATEGY | SOFTWARE DEVELOPMENT | PROJECT MANAGEMENT

Certified Scrum Master & Technical Product Manager with over 7+ years of professional experiences working with Agile Scrum Teams, Product Managers, Engineers, Solutions Architects, Dev Ops, QA, and TPM's to develop \$25M+ digital products and technical projects to meet business objectives for increased revenue growth. Multifaceted Product Owner & Agile Practitioner with technical knowledge on the product life cycle, roadmap, vision, backlog, prototypes, MVP, GTM Strategy, UX/UI research and product launches. Implementing technical business projects utilizing Scrum Framework and Agile Methodologies for sprint planning, reviews, retrospectives, standups, demos, grooming, release planning, product backlogs, etc. Lean Six Sigma Green Belt highly adept at delivering continuous improvement solutions by gathering technical business requirements from executive stakeholders to produce data visualizations, process workflow charts and dashboard reports to track and analyze KPI metrics. Notably recognized by Product Teams for strong leadership performance working with cross-functional technical teams to develop innovative digital business solutions.

### TECHNICAL EXPERTISE

Information Technology | Product Leadership | Product Management | Product Ownership | Product Development  
Product Roadmap | Product Vision | Product Strategy | Product Launch | Product Testing | Product Design | Product Research | UX/UI | Product Backlog | GTM Strategy | Digital Transformation Agile, Safe Scrum, Kanban Methodologies  
Agile Team Facilitation | User Research | User Stories | User Testing | Wireframes | Prototypes | Project Management  
Business Analysis | Business Intelligence | Business Analytics | Competitive Analysis | Business Process Improvements  
Data Analytics | Data Visualization & Insights | Data Warehousing | Profit & Loss Analysis | Dashboard Reports  
Business Reviews | Corporate Business Presentations | KPI | Lean Six Sigma | DMAIC | Cross-functional Teams  
Computer Programming | Software Development | Web & Mobile App Development | Coaching | Consulting | Training

### TECHNICAL PROFESSIONAL EXPERIENCES

#### Panduit | Remote

#### Technical Product Manager & Product Owner | 10/2022-present

Panduit's industrial electrical and network infrastructure ensures smart, scalable, and efficient connectivity solutions across a global enterprise. Work on a cross-functional technical team of Directors, Product Managers, Engineers, Solutions Architects, UX/UI, and Marketing Leaders to develop new digital product vision, strategy, roadmap, backlog, features, specifications, and design for web/mobile software applications.

- Report to leadership team on quarterly plans, roadmap, minimal viable products, product backlog and user data.
- Own the product roadmap, write and prioritize product stories, while also managing backlog for product features.
- Refine and prioritize product backlog items while validating user stories to meet acceptance criteria for development.
- Analyze key business requirements, process flows and use cases in order to streamline new business processes.
- Conduct user research utilizing competitive market analysis to improve NPS score w/ Lucky Orange software.
- Create UX/UI research, user experience, user personas, user testing to develop new product feature functions.
- Translate and document user feedback stories from internal and external sources into potential business solutions.
- Lead story mapping, story writing, backlog requirements and technical aspects of the agile framework
- Schedule and lead Backlog Refinement, Quarterly Planning, Portfolio Prioritization Planning, PI Planning, Demo with team to track and report new product features for testing and release.
- Participate in Daily Standup meetings to track challenges and assist with achieving the sprint goal- every 2 weeks based on stakeholder business requirements.
- Measure team velocity with an agile scorecard which includes: points committed, points completed, stories committed and completed, backlog health and retro improvement items committed and completed.
- Complete Scrum Health Assessments for scrum maturity, identifying areas of growth and improvement from 1-100.
- Utilize Digital.ai software tool for Sprint Planning, Product Backlog, Velocity, Burndown Chart, Sprint Scorecard etc. and other events to track team progress.
- Advise team on how to manage system bake-off for implementing B2B ecommerce platform to manage all distributors on one channel.
- Define project timelines, scope, milestones, resource, cost, and quality targets using Agile/Scrum SDLC process.
- Coach team on best industry practices for agile, scrum, sprints, retrospectives, and cyber security risk management.
- Interview new employee candidates to fill open positions for Business Analysts, Project Managers and Developers.

# ROMY JOHANNE DEFAY, LSSGB, POPM, CSM

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*\*Technical Product Manager Developing Multi-Million Dollar Digital Products in the Technology Industry\**

## Johnson Controls | Atlanta, GA

### Technical Project Manager | Scrum Master | 3/2021-10/2022

Johnson Controls International is an American Irish-domiciled multinational conglomerate that produces fire, HVAC, and security equipment for buildings. Worked with a cross-functional technical team of 12, serving as the first point of contact for the VP of IT, Commercial Sales Leaders and business stakeholders across North America and Global Regions to gather high-level business requirements and translate these business intelligence insights into technology solutions in order to increase sales and overall business KPI metrics for a \$25M+ project.

- Participated in business strategy meetings with executive leaders, end users, vendors, and developers with the purpose of gaining shared understanding of each business requirement, expectations, and project status updates.
- Served as Project Manager completing project planning, tracking, testing, and implementing changes to IT business systems using Jira, SharePoint, and Confluence.
- Implemented AVISO Solution managing project communications and updates. Facilitated project kickoff meetings and status review sessions establishing stakeholder engagement.
- Provided technical solutions in identifying, evaluating, and developing new procedures to create business process workflows, diagrams and mockups in order to supplement requirements with helpful visuals, and to distinguish differences between current-state and target-state processes.
- Created systems models, specifications, use cases, user stories, and charts to provide direction to developers.
- Developed monthly comprehensive operation reports for the Director to gather work accomplishments for team members and document Excel docs built with Gantt Chart capabilities and work breakdown.
- Initiated Privacy Impact Assessments (PIA), Preliminary Risk Assessments (PRA) and other security review processes for the corporate risk management team to evaluate any potential data privacy and cybersecurity risks when engaging new vendors.
- Scheduled and Lead Stand-Ups, Sprint Planning, Demo and Retro meetings with team to track and report new features for testing and release.

## Office Depot | Boca Raton, FL

### QA Project Manager | 7/2017-2/2021

The Office Depot is an American office supply holding company with combined annual sales of approximately \$11 billion, and employs about 38,000 associates. Instrumental in reducing daily employee errors from 300 to 30 by spearheading the "Disposition Project"; by developing a mini-dashboard and data model to swiftly identify errors in real-time for optimal organizational performance.

- Developed an Artificial Intelligence Chatbot for HR Onboarding ODIE and managed a diverse team of interns in implementing the ChatBot based on use case scenarios.
- Managed the "Multiple Call" project and presented benefits to Business Unit Leadership to improve the customer experience by identifying areas for improvement through the creation of relevant business data analytics insights.
- Translated high-level, complex business needs into functional requirements and managed process improvements.
- Analyzed financial reports and delineate data to develop quality-enhancing solutions across various departments.
- Cleaned data received in daily reports from 7 call centers using Tableau, Excel, Pivot, PowerPivot, XLookup, etc.
- Created new data insights, data visualization, chart flows, dashboard reports, and organizational compliance monitoring tools used to report data.
- Recognized as a thought leader and invited to share insights with the Director of Learning and Development to present ideas to the Learning Council which is comprised of 21 leaders from all Business Departments.

## BUSINESS EDUCATION & TECHNICAL SKILLS

**Certified Scrum Master** | Scrum Alliance

**Lean Six Sigma Green Belt Certification** | Florida Atlantic University

**Technical Product Management Certification** | Iota Digital Lab

**SAFe® 5.1 Product Owner Product Manager Certification (POPM)** | Knowledge Hut

**Master of Science- Information Technology, Data Analytics** | Nova Southeastern University

**Bachelor of Applied Science-Supply Chain Management** | Broward College

Microsoft Office | PowerPoint | PowerPivot | Pivot | SharePoint | Excel | Power BI | Tableau  
Jira | Confluence | Digital AI | Figma | Mural | Adobe XD | Adobe Experience