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*Dynamic Senior IT Business Analyst with extensive experience leading major local and global IT projects in fast-paced, agile & waterfall environments. Over 15 years of extensive experience as a lead Senior IT Business Analyst/PM and worked 8 years as a Software Developer. Seeking to lead and collaborate in the management and planning of the backlog to meet goals and expectations. Fluent in English & Spanish.*

 **Nanette Jaatinen** Phone: (954) 829-8274

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**Academic & Credentials**

Bachelor’s degree in Computer Science

Scrum Master

**Skills**

Business Analysis

Project Management

Product Owner

Security systems IAM

Agile Development

Software Developer

Software Design

Teamwork

Leadership

Cross-functional Awareness

Planning

Documentation

Training

Mentoring

Requirement gathering

API testing

Reporting

**Industries**

Ocean Transportation

Supply Chain & Logistics

Purchasing

Operations

Staffing & Recruitment

Medical Systems

Telephone & Cable

US Customs

International Customs

Security

Financial

Credit & Collections

Sales

Automobile

Manufacturing

**Software and Languages**

Jira­­­­

Mongo DB

Postman

Firebase

SQL

Google Cloud

Oracle ERP

Skyline ERP

Iterable

EDI

Java

HTML

**Professional Experience**

**Randstad USA (2020 – Present)**

* **Relevate Scheduler App:** Worked as the Sr BA/PO on the initial planning of the system architecture, UI, and DB design of a new global application to provide recruitment and staffing solutions. Responsible for reporting progress to senior management in Europe. Collectively worked with the team on the data design & mapping, DB documentation, system integration, and API interfaces. Responsible for collaborating with PO on the management of epics/users stories and prioritization.
* **Xplore/IS**: Worked with PO to provide system analysis and write user stories requirements for the interview scheduler interface. Extensive API testing and Product support. Responsible for documenting the system architecture integration diagram & technical documentation. Worked with cross-functional teams in order to document the entire integration with Xplore/IS and other systems.

**JM Family Enterprises Inc. (2018 – 2020)**

* **Security IAM SailPoint (8M Project**): Worked on the implementation of a new security system to manage user access to 135 applications through Active Directory and OOB connectors. Collaborated with system engineers and product support on the analysis and planning. Responsible for preparing UAT documentation, monitoring progress, and providing updates to management. Collaborating with the vendor on the QA team planning. Responsible for preparing knowledge transfer documentation for the IAM team.
* **Medical Center Cloud Migration Project (850K)**: Responsible for gathering, analyzing and preparing the technical requirements for a Medical Center system migration to a cloud hosting platform for 10 hospitals. The objective of the project was to tighten security using multi-factor authentication. Lead the QA and UAT effort and provided support to the Medical Staff.

**Anixter (2013 – 2018)**

* **Global Dispute Tracking System (3M)**: Played a key role on the requirement gathering, planning and designing of a new global application for the Credit & Collection, Finance and Sales teams. The goal of this application was to provide visibility to upper management, track effort and approvals of over 14M of uncollectable & disputed invoices from different continents in a multi-language and multi-currency environment.

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**Software and Languages**

Visio

Google Docs

SharePoint

Microsoft Team

PeopleSoft

Cognos

SQL

MongoDB

FirebaseDB

Synon:2E

EDI

Postman

Oracle ERP, Finances

WMS

Medical Systems

Security: IAM SailPoint

* Worked directly with the business on getting requirement approvals, communicating the progress to management, scheduling meetings and training the business. Lead Business Analysts, QA and training teams.
* **Avaya System Upgrade**: Acted as the Project Manager responsible for the impact analysis, managing and coordination of a major system upgrade affecting multiple regions in Latin America, Caribbean and USA.
* **Oracle ERP**: Project manager responsible for the implementation of this new system in Colombia, Chile and Peru

**Seaboard Marine (2005 –2013**)

* Clarified client requirements, business needs and project objectives, via feedback sessions and client meetings, in collaboration with end users, managers and other stakeholders.
* Responsible designing training material and training internal users and clients in USA and Latin America.
* Provided technical support for various applications including tariff rates, web portal, warehousing, bookings, EDI transactions and others.
* Coordinated data validation, unit testing, system integration and user acceptance testing.

**Convergys IMG, Inc. (1997 – 2004)**

* Delivered complex programs to fix major emergency data issues and provided reports to directors and managers from Convergys and various clients including: COX Communications, Time Warner and AT&T.
* Proved to be a project leader by solving Order Entry issues, providing fixed data programs, helping clients and members of different departments to understand functionality.
* Worked on various designing and enhancement projects for AT&T and COX Communications.
* Participated in several system migration in the United States and in Europe.

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