Michael L. Milano

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Technical Proficiencies

Nielson Norman Group UX Certified | Full Adobe Suite | **Agile SDLC** | Rally Agile UI | JIRA | Sharepoint | Confluence | SalesForce | SalesForce AGILE Accelerator | SAS | Social Media Analytical Metrics Reporting | Workday Configuration Development (HCM, Time Management and Payroll) | Rapid IT UI | Microsoft Office Suite | Trackwise | 123Compliance | HPALM\HPQC | ServiceNow | IQ/OQ Validation Script Writing | Training (Writing courses and Instructing) | OracleDB | SQLDB | Microsoft Windows OS (Support Level knowledge) | **Figma | Sketch |** Adobe Creative Platform | Capture One Editing Platform | EDI Messaging Interfaces | ADO | TFS

Experience

Operating Partner   **12/2017 – Current**
Stark Media Group, LTD.

Responsible for:
- All photographic and video production
- Clients include Chuck Liddell, Rob Dyrdek, Bill Goldberg, Nickelback, Nina Rogers, etc.
- Developing and organizing industry events
- Creating, editing, distributing and managing all digital content and web presence
- SEO optimization on client-facing website
- Planning, deploying and executing promotional strategies, product launches and media campaigns
- Creating and executing marketing budgets for clients
- Authoring KPI reports, actionable analytics reports and other metrics for clients
- Designing, creating, editing and distributing media for clients (Including Adobe Suite, FilmicPRO, HitFilm, etc.)
- Production, including experiential marketing events, vendor trade shows, multimedia and physical media

Product Owner   **01/2023 – 03/2023**
EXSquared (Builder Homesite, Inc)

Responsible for:
- Creation, prioritization and refinement of platform specific epics, features and stories
- Client-facing platform updates weekly
- Prioritization of work during sprints and development team resource management
- Creating UX/UI mockups using Figma
- Platform product ownership (epic, feature and story creation & prioritization)
- Prioritization of the overarching AGILE backlog for development team

Senior Product Owner   **08/2020 – 01/2023**
TELUS AG (TKXS, Inc.)

Responsible for:

- Curation and creation of initiatives and priorities for 3 major projects (2 existing, 1 new)
- Creation, prioritization and refinement of platform specific epics, features and stories
- Client-facing platform updates (daily) with C-level and external project owners
- Creating UX/UI mockups using Adobe and Sketch
- Hosting storyboard mapping for new product creation
- Interface with key stakeholders, including C-level, senior managers, engineering, support, and sales organizations, to define, develop, shape and refine requirements
- Platform product ownership (epic, feature and story creation & prioritization)
- Manage working priorities and work items for a development team of 10+
- Implementation of new feature and support-based projects
- Prioritization of the overarching AGILE backlog for development team

Business Analyst II   04/2019 – 08/2020
Met Life (via Kforce - Contract)

Responsible for:

- Creating and/or ensuring creation of business requirements and other required project documentation via Blueprint, Sharepoint, Jira, Confluence and Salesforce
- Leading meetings and teams in project planning, assisting in the resolution of issues, and managing changes in scope
- Collaborating with UX/UI teams to integrate AEM components with Digital Transformation efforts
- Additional UX responsibilities including artifact design, page layout design, style guide creation, design deployment into production, collaborative design in Figma, Sketch and XD.
- Ensuring ADA compliance on all components and aspects of product design delivery
- Creation & execution of test plans, test cases, & detailed test scripts using Microsoft Office and HP ALM QC

Business Analyst II   5/2018 – 12/2018
Railinc Corporation

Responsible for:

- Leading project prioritization and development team task delegation
- Maintaining active and prioritized backlog of development stories (Agile Methodology)
- Gathering, analyzing and translating customer use cases into functional requirements
- Managing and maintaining 7 proprietary applications & products
- Secretary of 8 federal Interline Rail committees.
- Functional knowledge and use of SAS Enterprise/SAS coding for data metric mining

Business Analyst (Contract – In House)   1/2017 – 5/2018
Fidelity Investments

Responsible for:

- Hosting product development discovery sessions with key stakeholders for Workday Implementation
- Developing transition support documentation for Payroll department

- Process engineering documentation and adaptation for Payroll, LOA, SWP
- Maintaining and documenting all Payroll processes and implementing Workday configuration for all active Payroll teams
- BA/SME Knowledge of ServiceNow, Ribbit, Crystal Reports, JIRA, Confluence, Sharepoint, HCM, Workday, etc.
- Maintaining high level of Validation/IQ/OQ/UAT documentation expertise
- Working SME knowledge of HP ALM/QC validation tool

Business Analyst/Implementation Delivery Consultant   1/2014 – 1/2017
Sparta Systems Inc.

Responsible for:
- Hosting product development discovery sessions with key stakeholders
- SME level knowledge of TrackWise eQMS and Trackwise Digital systems
- Installing proprietary eQMS system TrackWise on customer servers, including end-user documentation and live training
- 80% client facing role requiring frequent travel
- Maintaining SME level of knowledge regarding the AGILE methodology and execution in emerging software SDLC, implementation, etc.
- Validation including execution of IQ/OQ/PQ scripts
- Clients included Merck, Abbott, Ultragenyx, Convatec, BioMarin, Patheon and other leaders in the industry

Inside Sales Representative   7/2013 – 12/2013
Volvo International

Enterprise Account Executive   10/2011 – 7/2013
ALK Technologies, Inc.

Education

Elon University, Elon, NC   2006 - 2011
Bachelor's degree – Political Science