**Raquel Wilson**

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**Gaps in Employment** due to Real Estate Market crash, COVID-19 and Contract Roles

**Software Knowledge**: MS Office Suite-ex. PowerPoint; Communication - ex. Teams; Tracking & Ticket – ex. MS Project, Visio, JIRA, Tableau, Clarity, Fieldglass, ServiceNow (ITIL/ITSM); Storage – ex. OneNote, Teams; Data Mining, Data Visualization and Data Profiling – ex. SharePoint, SAP and SQL (Basic), PowerBi, Custom software- ex. Prime Mover, Apptio, ITIL, ITSM, Jira (Atlassian), Microsoft Copiilot, Scaled Agile Methodology, JD Edwards and Confluence. Utilize – Epics, Features & Stories.

**Construction Knowledge** - Facilities, Real Estate Contract negotiation (build out-who pays what/triple Net), Infrastructure, Business Continuity, Disaster Recovery, Emergency management, Data Centers (MDF/IDF/Cabling/Raised Floors/fire suppression, redline construction documents, AutoCAD, Procore, MS Project.

**Employment History**

***Product Owner/Business Analyst (Contract role)* November 2023 to Present**

**Lennar Corporation – REMOTE/Hybrid Miami, Florida**

* Provide vision and direction to Agile development team and stakeholders throughout project plan and prioritize product feature backlog and development for the product. Defines, develop, manages product vision, strategies and roadmaps.
* Assess value, develop cases, and prioritize stories, epics and themes to ensure work focuses on those with maximum value that are aligned with product strategy. Utilized Jira with Epics, Features and stories. JDE –**ERP to Cloud migration.**
* Provide backlog management, iteration planning, and elaboration of the user stories. Assist in defining, measuring and monitoring product (KPI) performance and use as input into product roadmap definition.
* Evaluate need for new or changed business / product capabilities to respond to changing and competitive environment.
* Drive scoping, requirements definition, business case development and priority setting for initiatives in assigned area.
* Define quality and control objectives, critical success factors and measures compliance and KPIs Leads complex product / service delivery efforts Sets analysis, requirements definition and change management direction / standards within assigned area, guides others. Utilize ServiceNOW via ITSM and ITSM to assure the business is never affected.
* Create and maintain product backlog according to business value or ROI. Prioritizes Product Backlog and provides Definition of Done.
* Lead the planning product release plans and set the expectation for delivery of new functionalities.
* Translate product roadmap features into well-defined product requirements including features, user stories, and acceptance test criteria.
* Lead product planning processes, initiatives and teams. Understand interdependencies and constraints across teams; guides cross team collaboration / prioritization. **Treasury Management Systems (TMS) & Financial Transformation**

***Business Analyst/Project Manager - (Contract to Perm – Funding reduced)* December 2022- June 2023**

**Guidewell Health/Florida Blue – REMOTE/Hybrid Jacksonville, Florida**

* Partner with staff & Business Sponsor to ensure the design accomplishes business & technical requirements.
* Manages Issues, Risk, Dependencies and Change Request following the established PMO guidelines.
* Construction Documentation - Mechanical, Electrical, Plumbing Building. Certificate of Occupancy - Interior Renovation, Build-Out, Design Build or Ground up - geared towards healthcare.
* Accountable for managing and monitoring project performance of multiple projects with one or more internal and external dependencies, multiple scopes, including: providing guidance to Leadership and core team which consist of Business/IT, external entities and supply chain. Contract Management, Contract Negotiation as well as Procurement of medical equipment and devices.
* Identified, negotiated, communicated and managed project changes. Reported status of project, including project risks to customers, project team, supervisor, Project Offices and other key staff.
* Oversaw product documentation and archived and adhered to project management standards.
* Responsible for managing external and vendor relationships (including the SOW) and managing implementation of deliverables and schedules. HIPPA and PIP taken into account.

***Change Management Analyst/Project Manager - (Short Contract role)***  **May 2022- November 2022**

**PNC Bank – REMOTE**   **Philadelphia, Pennsylvania**

* Assisted in researching Policies and Procedures used throughout the company that impact the Enterprise Change Methodology as well as establish process standards.
* Assist with managing the CMF Policy exceptions – researching and processing requests, determining policy versus process requests, managing the administration once approved.
* Assist in review and follow-up with potential instances of non-compliance to CMF Policy and its associated.
* Visio process flow completed to confirm review of processes against existing regulations. **Financial Transformation.**
* Use of Outlook calendar management to schedule applicable meetings as needed and capture notes & action items from those meetings; attend relevant meetings scheduled by others and capture action items.

**Project Manager - Quality Assurance**  **December 2020- May 2022**

**FirstBank – REMOTE/Hybrid Miami, FL Full-Time Role – left due to salary** **reduction) Miami, Florida**

* Assured documentation meets with regulatory compliance (FDLIC), which includes:Corporate and regional credit, deposits, ACH, electronic services compliance operational policies and procedures.
* Conduct analysis of existing business processes and systems and propose improvements by recommending Enhancements, Improvements of ERP systems with tickets through email and JIRA.
* Reviewed lending and deposits origination and processes to ensure compliance and reconciliation of accounts.
* Documented & evaluated procedural, policy weaknesses and/or inconsistencies to avoid noncompliance risk.
* Provide training and guidance by maintaining awareness of changes within the company, regulatory and credit policy guidelines that may impact business activities. **Treasury Management Systems (TMS) & Financial Transformation.**
* Reviews findings with branches, other departments & senior management; elicits any corrective actions, including the timeframe, and identifies deficiencies and weaknesses.
* Payments Compliance and upcoming regulations, Fraud detection, Process Payments and includes Credit Card (Mastercard and Visa) and check Payments. Forecasting, Financial Analysis & Financial Modeling completed.

**Project Manager - Data/eCommerce Analyst Contract** **to perm- COVID 19 staff reduction October 2019–May 2020**

**Alliance Entertainment (Steven Douglas) ￼**  **Sunrise, Florida**

* Created and maintained client custom product, cost and inventory files delivered via FTP; Prime Mover and some Microsoft Dynamics 365 AX used to increase efficiency, reduce complexity and reduce costs.
* Design and implement methods to gather and manage supply chain data Research and seek out the most cost-efficient shipment procedures and methods. **Treasury Management Systems (TMS) & Financial Transformation**
* Plan and implement supply chain optimization projects and promote inter-business relationships with business partners and vendors. Improve all aspects of the supply chain department by reviewing current methodology and processes and streamlining steps and locating the best prices for inventory.
* High-level understanding of all aspects of supply chain processes. Develop KPIs and provide ITSM performance metrics reports using ServiceNow Performance Analytics Module. Investigate and document new IT tasks and follow through to QA & UAT as well. Visio process flow complete to confirm current process.
* Ensures master data integrity in key systems as well as maintaining and cleansing data in preparation for data migration. Supporting the implementation of the SAP system through data visualization and migration.

**Project Manager - Infrastructure Analyst June 2019 – September 2019**

**Seminole Tribe of Florida (Signature Consultants) - (short term Contract** **Role) Hollywood, Florida**

* Create Infrastructure Requirement Manual for entire tribe – Inclusive of System, Network, Public Safety, Applications, Operations and Information Security. Utilize ServiceNOW via ITSM and ITSM to assure the business is never affected.
* Completed infrastructure document on how to install & bring in coaxial cable into a building and bury the line, to assure full power, without constant loss of network or intermittent connection into the building (MDF/IDF) (ITSM/ITIL).
* Completed construction documentation, infrastructure and specifications to include Data Center. Designed MDF/IDF with racks, tracks, punch down, Fire Suppression, Electrical requirements, cabling, labeling of lines, router and switches.  Contract Management & Negotiation. Portfolio Management. Visio Diagram.
* Gather requirements using interviews, document analysis, requirements workshops, site visits, business process descriptions, use cases, SDLC modeling, integrations and asset management. **ERP to Cloud Migration - ServiceNow**
* Participate in QA and release of new and changes to applications through testing, debugging and user acceptance before planning and executing deployment, including Salesforce and other software.
* Work with Public Safety on Life Safety on BDA’s (Cellular and Radios), DAS, CCTV layouts (identifying back up time and positioning of cameras). Procurement/Supply chain of materials. Process Improvement.
* Business Continuity and Disaster Recovery process outlined to include Emergency Management and Utility build out to include abatement, removal, repair, re-route and temporary solutions.

**Project Manager - Train/Mentor within Construction (short term Contract** **Role} September 2018 – March 2019**

**Team Rubicon (Veteran Based Company) 60 project - Disaster Recovery Naples, Florida**

* Helped victims of Disasters with rehabilitation of their property as well as help Veterans matriculate back into society with a skill.
* Responsible for managing and coordinating a project resources and documentation – end to end, as well as Forecasted and reconciled company’s expense accounts and assisted with maintaining vendors.
* Worked with IT staff, Infrastructure and management to assess software access and teach staff how to use the software; as well as, set up business process flow for operations and software updates to share with executives/upper management. Portfolio Management & Construction Documentation.
* Procore & MS Project to track and pay vendors as well as provide access to C-Suite.
* Provided expertise in inventory and supply chain, integrations between local and corporate offices.
* Designed Fire Suppression, Electrical requirements, coaxial cable and labeling of lines, router and switches.
* Construction Documentation - Mechanical, Electrical, Plumbing Building. Certificate of Occupancy - Interior Renovation, Build-Out, Emergency/Disaster Recovery Management - relocate residence to completion- assess HVAC, Electrical Panel, mold remediation - removal of walls, air blower, etc., new or repair of roof.
* Relocated displaced resident until work is completed move furniture & return resident back to home upon completion.

**Project Manager - Functional - ERP to Cloud Base Program**   **April 2017 to September 2017**

**Citrix – (Insight Global) - (short term Contract** **Role)**   **Fort Lauderdale, Florida**

* Gathered and partnered with/from Finance (A/P, GL, Revenue Recognition, Tax & Treasury) business requirements to assure finance system development matches the needs of accounting functions. **Financial Transformation**
* Utilized GAAP analysis and SDLC model to satisfy strategic, business objectives, create process flow diagrams, system documentation, and presentations as necessary. Used ServiceNow to create tickets for Developers to work on.
* Work with SAP FICO team to assure that all software requirements are mapped correctly and assure middleware is working with all internal applications (Hybris, Vertex, Vantiv, Coffee & Cloud base, Salesforce).
* Completed Use Cases & User Stories and utilized in both SIT & UAT to eliminate any misunderstandings on delays, errors or inability to use the software as outlined. ITSM/ITIL. Some SQL. Offshore vendors. **Treasury Management Systems (TMS)**
* Visio Process flow to document payment to execution documented.

**Facilities & Project Manager - Real Estate (Contract negotiation- Triple** **Net) June 2016 – April 2017**

**The Retail Outsource – T-Mobile Franchisee (Full-Time Role) - 90 projects**  **Coral Gables, Florida**

Construction and Build-Out of 45 locations within 6 months with cost savings of $3.5 million, which includes:

* Reviewed potential locations, estimate, acquire LOD, work with T-Mobile corporate, completed Test Fits, selected & hired an Engineer, Architect, General Contractor, designed Data room and fiber optic lines. Procurement/Supply chain of materials
* Negotiated with vendors & contractors (Management and Negotiation) – i.e., Computer setup, Cabling, networking & PBX/phone/Internet requirements. Ordered fixtures, equipment, scheduled IT installations & security systems. Purchased and ran software testing to POS systems for credit card payments (VISA/Mastercard). ITSM/ITIL.
* Construction Documentation - Mechanical, Electrical, Plumbing Building. Certificate of Occupancy - Interior Renovation and track with MS Project.
* Assisted Select locations - decipher any potential repairs to negotiate lease and build out, design layout, provide to architect and T-Mobile for review send to GC to complete work & order materials.

Facilities Managed which includes – 40 currently owned locations and corporate office:

* Reduced Utilities by negotiating with vendors for corporate and sites – equaling to $ 150k a year. Reduced
* Corporate operational costs, utilities, office supplies, parking cards & internet by $500k per year
* Defined & managed IT Disaster Recovery Strategy from a security perspective for break-ins and robberies as well as Tested Server performance for connectivity and update from corporate. Financial Analysis and Financial Modeling. Process Improvement and Change Management

**Education:** Bachelor of Fine Arts in Interior Design, New York Institute of Technology