**Dexter D. Williams**

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**PROFESSIONAL SUMMARY**

Results-driven Product Owner and Business Analyst with extensive experience directing end-to-end product lifecycle management, from strategic roadmap development to smooth execution. Skilled in Agile and Scrum processes, with an emphasis on requirements gathering, user story generation, and backlog management to match product outputs with business goals. Strong analytical skills in data-driven decision-making, API testing, and SQL , along with a dedication to cross-functional cooperation and stakeholder involvement. Capable of increasing operational efficiency via process optimization, workflow documentation, and risk management, resulting in consistent delivery of high-value, customer-focused solutions that fulfill quality and compliance criteria. Recognized for strong problem-solving skills and a meticulous commitment to project alignment and continual development.

**CORE COMPETENCIES**

Product Lifecycle Management • Requirements Gathering & Analysis • Agile & Scrum Methodologies • Stakeholder Engagement • Cross-Functional Collaboration • User Story Creation & Backlog Management • Process Optimization • API Testing & Quality Assurance • Workflow & Process Documentation • Strategic Roadmap Planning • Risk & Dependency Management • Customer-Focused Product Development • UI/UX Mockups & Design Alignment • Software Development Lifecycle (SDLC) • Data-Driven Decision Making • Operational Efficiency Improvement

**TECHNICAL SKILLS**

* **Languages/Environments:** SQL, Jira, Basic UML, Object-Oriented Programming (OOP)
* **Tools:** Azure DevOps, HPE Agile Manager, Postman, BPMN Diagrams, Flow Charts, MS Office Suite, MS Teams, Swagger, Miro, Balsamiq

**PROFESSIONAL EXPERIENCE**

**Senior Product Owner** | Site Impact | June 2024 – Present

* Directed full product lifecycle from ideation to launch, including User Roles and White Label initiatives, by developing and executing a strategic roadmap in AHA that aligned with company vision and market demands.
* Collaborated with cross-functional teams and stakeholders to gather requirements, define features, and prioritize the backlog, creating detailed user stories and acceptance criteria to guide the development team effectively.
* Implemented Agile methodologies, leading sprint planning, backlog refinement, and daily stand-ups to enhance team performance, improve project timelines, and deliver high-value features.
* Utilized data-driven insights and conducted market research to guide product decisions, monitored post-launch performance, and drove continuous product improvements aligned with user needs and market trends.

**Digital Product Owner (Contract) |** Blue Cross Blue Shield of Arizona | May 2022 – September 2023

* Led cross-functional teams in new product development and production support, providing technical guidance and driving successful product launches through efficient collaboration.
* Gathered and translated requirements by interfacing with customers and vendors, crafting user stories, and aligning business needs with scalable technical solutions.
* Managed Agile backlog using Azure Boards, prioritizing tasks, conducting sprint planning sessions, and balancing production support with new development initiatives to advance the product roadmap.
* Ensured API quality assurance by collaborating with development teams, validating API requests/responses, and conducting extensive testing and verification using Postman.

**Product Owner (Contract)** | Workforce Logic | August 2021 – March 2022

* Delivered comprehensive sprint demos for completed products, distributing documented release notes to ensure clear communication and alignment with stakeholders.
* Managed a diverse project portfolio with varying scope and complexity, successfully overseeing initiatives including Gainshare, Resource Rehire, Agreement Details Refactor, and Item Provisioning.
* Drove project outcomes by ensuring each initiative met quality standards and aligned with business objectives, enhancing operational efficiency and product functionality.
* Collaborated with cross-functional teams to align on project goals, support development processes, and facilitate smooth transitions from development to release.

**Business System Analyst (Contract)** | Healthe System | August 2020 – June 2021

* Enhanced corporate website and digital media presence, leading initiatives to optimize user experience and drive digital transformation aligned with business goals.
* Utilized Jira for process optimization, streamlining product delivery workflows and fostering team productivity to accelerate project timelines.
* Conducted API analysis using the Swagger API platform, ensuring compatibility with UI requirements and validating API functionalities for seamless integration.
* Identified and mitigated risks by analyzing infrastructure gaps and implementing solutions to eliminate bottlenecks, enhancing system reliability and performance.

**Business System Analyst (Contract)** | WellCare | January 2020 – June 2020

* Streamlined the transition from Waterfall to Agile methodologies, designing innovative processes that enhanced project flexibility and team responsiveness.
* Facilitated elaboration meetings with business and development teams, leading discussions to finalize user stories and prioritize them for upcoming sprints.
* Launched AEP (Annual Enrollment Period) web chat, improving productivity and elevating the quality of daily operations by enhancing real-time customer support.
* Supported Agile adoption through process improvements and consistent communication, helping the team adapt to and embrace Agile best practices.

**Business Analyst** | Agile Thought | November 2018 – November 2019

* Served as Scrum Master, configuring Azure DevOps to streamline sprint planning and improve team efficiency in delivering product increments.
* Developed and deployed tailored software solutions, addressing diverse business needs and enhancing operational effectiveness through innovative technical strategies.
* Authored and organized user stories, strategically combining them to optimize sprint outcomes and ensure high-quality, functional product delivery.
* Promoted Agile best practices, fostering a collaborative, iterative work environment that supported continuous improvement and agile adaptation.

**Senior IT Business Analyst / Requirements Analyst (Contract)** | Duke Energy | May 2018 – September 2018

* Led the Integrated Tools for Outage Application (ITOA) project, ensuring alignment with established criteria and protocols to meet project goals successfully.
* Documented project workflows, approval processes, and feature sets, enhancing transparency and maintaining the integrity of project deliverables.
* Introduced and configured Jira for the ITOA team, establishing workflows that enabled efficient status tracking, issue resolution, and cost reduction across project phases.
* Implemented Kanban boards to increase visibility into team activities, facilitating alignment between cross-functional teams and ensuring project objectives were met.

**Senior IT Business Analyst** | Fairfax Imaging | July 2015 – February 2018

* Consulted with diverse clients including the Missouri Department of Labor, City of Virginia Beach, and Humana, building strong client relationships to drive successful project outcomes and meet unique organizational needs.
* Developed workflows and business rules for the State of Missouri, facilitating a transition from manual filing to an automated platform, significantly improving operational efficiency.
* Conducted user acceptance testing to ensure system alignment with business objectives and performed system modifications and configurations using XML files and Regular Expressions to meet tailored requirements.
* Authored complex SQL queries using joins, group by, order by, and distinct functions to uncover data issues, supporting data integrity and quality assurance across projects.

**IT Business Analyst (Contract)** | MyUS.com | March 2015 – April 2015

* Led the requirements gathering and documentation process for a comprehensive loyalty program, aligning it with complex business, functional, and system specifications.
* Collaborated cross-functionally with teams to ensure all program components met stakeholder expectations and adhered to company standards.
* Conducted detailed analysis of loyalty program requirements, enabling a structured launch that improved customer engagement and retention.
* Supported seamless implementation by validating program functionalities and aligning team activities with project timelines and objectives.

**Business Analyst** | Entertainment Benefits Group | September 2013 – November 2014

* **D**eveloped and implemented standardized operational procedures, service level agreements (SLAs), and process flow diagrams, ensuring adherence to quality assurance standards, performance benchmarks, and regulatory guidelines.
* Authored documentation for operational processes, providing clear, actionable guidelines that streamlined workflows and improved overall team efficiency.
* Managed content management systems (CMS), overseeing user permissions, reporting structures, and ticketing information to ensure secure and efficient content handling.
* Monitored and analyzed CMS performance, addressing issues proactively and optimizing system capabilities to support business objectives.

**Business Analyst (Contract) |** Florida Virtual School | October 2012 – June 2013

* Collaborated with functional users to define and document business requirements for application software, employing structured interviewing techniques to gather accurate insights.
* Developed comprehensive process documentation and use cases, enabling the translation of business needs into functional requirements that guided development.
* Partnered with development teams to create user interface mockups for web applications, enhancing usability and aligning designs with user expectations.
* Engaged with business partners to design new software modules and features, ensuring alignment with organizational goals and functional requirements.

**Business Analyst / Programmer** | Publix Supermarket | December 2008 – October 2012

* Managed a complex ordering system, overseeing over 1,600 batch jobs and resolving diverse incidents to maintain operational efficiency and reliability.
* Analyzed extensive SQL databases with 19 databases and 35 million items, troubleshooting production issues and optimizing database performance across hundreds of tables.
* Led comprehensive testing initiatives including regression, unit, performance, and user acceptance testing, delivering detailed analytical reports to guide continuous improvements.
* Directed the full software development lifecycle (SDLC), from project inception to completion, ensuring alignment with business objectives and SOX compliance.

**EDUCATION**: **Bachelor of Science in Computer Science** | University of Florida