Jessim Zitouni

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Professional Summary

I am a skilled Product Owner with over six years of experience in web development and data management in agile methodologies. I excel in leading cross-functional teams to deliver digital solutions that drive business growth and enhance user experience. Passionate about innovation and problem-solving, I am ready to bring my expertise to new challenges.

Recently moved in Miami, from France (Green Card holder).

Willing to relocate: Anywhere

Work Experience

Product Owner
La Mutuelle Generale-Paris (75)
June 2024 to Present

• Led the enhancement of the affiliation and member platform for a public health insurance provider as part of public tender projects for various government ministries.

• Ensured legal compliance of tools by implementing regulatory updates.

• Actively participated in all phases of the project lifecycle, including needs assessment with stakeholders, user story creation, wireframing, development, testing, and online deployment.

• Monitored and resolved anomalies in the RUN phase, ensuring a seamless user experience.

• Facilitated Scrum rituals, including daily stand-ups, sprint planning, reviews, and retrospectives, to foster team alignment and productivity.

Technical Environnement :

• React
• Salesforce
• Drupal
• API
• Figma
• JIRA
• Google Analytics

Product Owner
SNCF-Paris (75)
August 2021 to June 2024

• Complete overhaul of SNCF's internal media platform :"Les Infos," in a PWA format

• Creation of a new corporate website for SNCF.

Responsibilities included server migration to AWS, compliance adjustments for data layers, and transitioning to Google Analytics 4. "Les Infos" targeted all SNCF employees (approximately 200,000), with a high publication frequency (about 5 posts per day) and varied formats (interviews, legal, videos, podcasts, etc.).

• Agile Environment: Team comprised of 5 Developers, 2 QA Testers, 1 Scrum Master, and 1 Proxy PO.

Tasks Performed :

• Writing User Stories (US)
• Statistical reporting with Google Analytics
• Database Migration
• Implementing and evolving the data layer
• Defining requirements with stakeholders
• Project Roadmap Creation
• Facilitating agile rituals
• API Management (debugging, enhancement)
• Deployment and release point of contact
• Structure Wireframing
• Animated Mockups
• Mobile OS Technology Watch
• Regression Testing
• Technical Testing (Inspector, Postman)
• Business Validation
• Co-Project Management

Technical Environment :

• Google Analytics
• AWS
• React
• HTML
• React Native
• Drupal 9 and 10
• XML

Product Owner
Air France-Paris (75)
March 2021 to August 2021

• Within the IT department of Servair, the aeronautical catering group, participated in the migration of an ERP following the merger of several departments. The ERP included modules for invoicing, logistics, production, and scheduling.
• The project was conducted entirely in English, with teams located in India and the USA.
• Project Team : 5 developers, 1 Scrum Master, 1 QA, 1 Product Owner

Tasks Performed:

• Writing User Stories
• Agile evangelism with the Scrum Master
• Steering Committee participation
• Roadmap planning
• Supporting business teams
• Unit Testing
• Regression Testing
• Managing documentation on Confluence

Technical Environment:

- Java
- MySQL
- Sketch
- Postman
- REST API
- Jira
- Confluence
- Xray

Product Owner

Kozi Technology-Paris (75)
September 2019 to March 2021

• Developed a cross-platform management application from scratch for restaurants. "Rocket", the solution, was designed as an ERP for small businesses, including modules for inventory management, team management, cash register, deliveries, kitchen screen etc.

• Project Team : 4 developers, 1 tester, and 1 PO. The solution was a cross-platform application for Android and iOS.

Tasks Performed:

- Writing User Stories
- Data Management and Utilization (behavioral, technical, support)
- Defining requirements with clients and the sales department
- Project Roadmap Creation
- Level 2 Client Support
- Deployment and release point of contact
- Client installation and training
- Static and animated mockups
- Reporting with Firebase statistics
- Unit Testing
- Business Validation

Technical Environment:

- Agile Scrum
- Ionic 4/5
- Angular
- TypeScript
- iOS, Android Applications

Apprentice Engineer

Hutchinson-Persan (95)
September 2016 to August 2019

• Contributed to a production workshop digitalization project, implementing innovative solutions to enhance operational efficiency.

• Gained hands-on experience in project management, from planning to execution, ensuring successful delivery within deadlines.

• Improved data processing skills by analyzing production metrics and providing actionable insights to support decision-making.

Education

Master in Engineering
Conservatoire national des arts et métiers - Paris (75)
September 2016 to September 2019

Master in Industrial/Mechanical
University Teknologi of Petronas - Ipoh
2019 to 2019

Bachelor in Engineering
Université Paris 13 - Paris (75)
September 2014 to September 2016

Skills

- AWS
- Angular
- Agile
- Scrum
- Python
- XML
- APIs
- Drupal
- Software deployment
- Software testing

Languages

- Français - Fluent
- Anglais - Fluent
- Espagnol - Intermediate

Certifications and Licenses

Certification AWS
June 2024 to Present

Agile Project
July 2021 to Present

Angular/Ionic
January 2021 to Present

Data Analyst/Python

December 2020 to Present