

Nanette Jaatinen
Sr. IT Business Analyst/ Product Owner
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Dynamic Senior IT Business Systems Analyst/Product Owner with over 20 years of extensive experience leading and delivering major IT projects. Agile Product Management seeking to continue driving business initiatives, optimizing business processes, managing product backlog, delivering effective results and meeting deadlines. Fluent in English & Spanish.

Professional Experience

UKG (2023 – December 2024)

- **Common Messaging Application:** Worked as a Product Owner/Sr. Business Analyst on the integration of events streaming architecture to process HR and payroll data through well-defined APIs managed by company-designed messaging queue systems and Kafka for webhooks consumption. Responsible for coordinating with external teams, managing the backlog (Jira) and prioritization based on company's initiatives in an agile environment.

Randstad USA (2020 – 2023)

- **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 POs on the management of epics/users stories and prioritization in an Agile environment.
- **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.

Academic & Credentials

Bachelor's degree in Computer Science
Scrum Master Certificate
Project Manager

Skills

Business Analysis
Project Management
Product Owner
Project Planning
Security systems IAM
Agile Development
Software Developer
Software Design
Teamwork
Leadership
Cross-functional Awareness
Documentation
Training
Mentoring
Requirement gathering
Testing
Reporting
BRD, FRD
Process Flow
Root Cause Analysis

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

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.
- 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 for 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.

Software and Languages

Visio
Google Docs
SharePoint
Microsoft Team
Microsoft Office
PeopleSoft
Cognos
SQL
MongoDB
FirebaseDB
Synon:2E
EDI
Postman
Oracle ERP, Finances
WMS
Medical Systems
Security: IAM
Sailpoint
Jira
Service Now