

Nanette Jaatinen

Senior IT Business Analyst, Product Owner

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Professional Summary

Strategic and results-driven Lead IT Product Manager - Senior IT Business Analyst with extensive experience leading and managing complex and global technological projects. Proven ability to bridge business needs with technical execution, delivering scalable, high-impact solutions, identifying areas of improvements and enhancing efficiency and productivity. Expertise in agile and waterfall product development, backlog management, system integrations, and cross-functional collaboration. Skilled in managing full product lifecycles, driving digital transformation, and optimizing workflows to enhance user experience and business efficiency. Experience managing and collaborating with remote and distributed teams. Fluent in English and Spanish.

Key Skills & Expertise

- ✓ Agile & Scrum Methodologies (Certified)
- ✓ Product Ownership & Backlog Management (JIRA, Confluence)
- ✓ System Integrations & API Development (RabbitMQ, Kafka)
- ✓ Business Process Optimization & Digital Transformation
- ✓ Stakeholder Engagement & Cross-Functional Leadership
- ✓ Data Analytics, Security & Compliance (IAM, SailPoint)
- ✓ Cloud & Infrastructure Migration (AWS, Azure)
- ✓ Software Development Life Cycle (SDLC)

Professional Experience

UKG (2022 – December 2024) – Lead Product Manager – Senior – Business Analyst

- Led the product vision, strategy, prioritization and implementation of UKG PRO's Event-Driven Architecture (EDA) to improve HR and payroll events for enhanced scalability and performance.
- Ensured most valuable features were delivered for RabbitMQ and Kafka-based systems, optimizing clients webhook event consumption and real-time data processing.
- Managed cross-functionally collaboration with stakeholders, ensuring team's alignment with product vision, deadlines, concerns and successfully facilitating effective communication and delivering high-impact initiatives.
- Managed the team's progress and communicated progress to stakeholders and management.
- Provided testing support by coordinating testing plan with cross-functional teams.
- Responsible for aligning features with business objectives to drive timely and strategic product releases.
- Responsible for Jira backlog, priorities and goals for the team including Epics, user stories and making sure acceptance criteria meet quality standards and are ready for development.

Randstad USA (2020 – 2022) — Senior Business Analyst – Product Owner

- Led the end-to-end implementation of the Global Relevance Scheduler App, an AI-driven staffing solution deployed across EU, USA, LATAM, and Canada.
- Defined system architecture, UI/UX, and integrations, ensuring seamless performance in a multi-language, multi-regional environment.
- Managed data modeling, mapping, and API integrations, improving application efficiency, automation, and user experience.
- Owned backlog management and prioritized epics/user stories, collaborating with

EDUCATION

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

INDUSTRIES

Automotive Distributor
Ocean Transportation
Supply Chain & Logistics
Purchasing
Operations
Staffing & Recruitment
Telephone & Cable
US & International
Customs
Security
Financial
Credit & Collections
Sales

TECHNICAL PROFICIENCY

Jira
Confluence
Google Cloud
SharePoint
Microsoft Visio
Microsoft Team
Microsoft Office
Microsoft Project
Azure DevOps
SQL, MongoDB, FirebaseDB
REST APIs, JASON, XML
EDI
Postman
WMS
Sailpoint IAM
Service Now
JavaScript
HTML XML
UX/UI Design
CRM

global teams to drive agile delivery of critical features.

- Responsible for creating and maintaining training documentation and videos.
- Coordinated and supported testing plan.

JM Family Enterprises Inc. (2019 – 2020) - Senior *Business Analyst*

- Led the requirements gathering and implementation of a new IAM security system (SailPoint), managing access for 135+ applications and ensuring compliance with security policies.
- Designed and executed UAT and QA plans, facilitating a smooth deployment while enhancing system security and user access controls.
- Developed comprehensive knowledge transfer documentation, streamlining onboarding and system maintenance for the IAM team.
- Managed a cloud migration project for 10 hospitals, implementing multi-factor authentication (MFA) to strengthen security and access management.

Anixter Inc. (2013 – 2018) — Senior *Business Analyst* - *Product Manager*

- Implemented a global dispute tracking system to optimize financial operations across EMEA, NA, LATAM, and APAC.
- Led business analysis, backlog prioritization, and training efforts, resulting in improved invoice dispute resolution for \$14M+ in transactions.
- Managed Avaya system upgrade and Oracle ERP implementation in Colombia, Chile, and Peru.

Seaboard Marine (2005 –2013) - *Business Analyst* - *Product Manager*

- Designed and deployed sales, booking, and pricing applications for US, Caribbean, and LATAM markets.
- Provided technical training and documentation for internal teams, ensuring smooth adoption of new applications.

Convergys IMG, Inc. (2000 – 2004) - *Software Developer*

- Developed solutions for global telecom clients (AT&T, Cox, Time Warner), fixing critical data issues and improving system performance.
- Participated in multiple system migrations, ensuring minimal downtime and successful transition of legacy systems.