**Raquel Wilson**

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**Professional Summary**  
Versatile and results-driven IT Analyst and Business Analyst with over a decade of experience managing procurement, compliance, and asset management projects across the finance, healthcare, and real estate industries. Demonstrated success in Software and Hardware Asset Management (SAM/HAM), ERP-to-cloud migrations, Agile product delivery, and vendor lifecycle management. Skilled in gathering requirements, leading UAT/SIT cycles, and supporting full project lifecycles from planning through deployment. Recognized for driving operational efficiency, optimizing technology investments, and ensuring regulatory compliance. Employment gaps due to real estate market crash, COVID-19, and contract-based roles.

**Technical Skills & Tools**

**Software & Tools:** Jira, Salesforce, MS Office Suite (PowerPoint, Copilot, Teams, OneNote), MS Project, Visio, Tableau, Clarity, Fieldglass, ServiceNow (ITIL/ITSM), Apptio, Prime Mover, JD Edwards, Oracle, SAP, SQL (basic), Power BI, SharePoint, FIS

**Construction & Infrastructure:** Facilities Management, Real Estate Contract Negotiation, Infrastructure Buildout, Data Centers, Business Continuity, Disaster Recovery, Emergency Management, AutoCAD, Procore, Sage (some experience) and Cybersecurity Platform under SAM and HAM.

**Project & Testing Methodologies:** Agile, Waterfall (Sequential, Fixed Scope & Defined), SAFe, Scaled Agile (Epics, Stories, Features), Lean Portfolio Management

**Testing & QA:** UAT, SIT, Test Environment Setup, Use Case Development, Defect Management, Advanced Validation, Initial Validation, Mock Testing, QA Participation

**Requirements Gathering:** Interviews, Questionnaires, Observations, Process Flow Documentation

Process Mapping & Communication: Visio, Teams, OneNote, PowerPoint, Copilot

Domains: Financial Systems, Real Estate, Healthcare, Treasury Management, SAM/HAM, Compliance (HIPAA, PIP, FDLIC)

Professional Experience

***Product Owner/Business Analyst***   ***N*ovember 2023 to Present**

**Lennar Corporation – *(Clearbridge Technology -Contract role) -* REMOTE/Hybrid Miami, FL Miami, Florida**

* **Vision & Direction**: Guided cash management Agile teams in product feature prioritization and development. Maintained SNOW tickets for Apptio integration.
* **Product Management**: Developed and managed product vision, strategies, and roadmaps.
* **Value & Prioritization**: Assessed value, prioritized stories and themes using Jira, led JDE – ERP to Cloud migration.
* **Backlog & Planning**: Managed backlog and iteration planning, defined and monitored KPIs.
* **Capabilities Evaluation**: Evaluated new business/product capabilities.
* **Scoping & Requirements**: Led scoping, requirements definition, and priority setting. Defined quality objectives and guided delivery efforts.
* **ServiceNow**: Ensured uninterrupted operations via ITSM.
* **Release Planning**: Led product release planning and set expectations for new functionalities.
* **Requirement Translation**: Detailed product requirements from strategic roadmaps.
* **Leadership**: Led product planning initiatives, managed interdependencies, and guided cross-team collaboration.
* **TMS & Financial Transformation**: Experienced with Treasury Management Systems and financial transformation.
* Asset Management (SAM & HAM) Expertise:
* Led SAM and HAM initiatives for inventory accuracy, license compliance, and cost optimization.
* Implemented asset lifecycle management processes.
* Collaborated with procurement, IT operations, and finance for asset strategy alignment.
* Used ITSM tools for asset tracking, ticketing, and reporting.
* Conducted audits and usage analysis for cost savings and contract negotiations.

**Healthcare Project Manager/Business Analyst**

**Guidewell Health / Florida Blue (Spectraforce Technologies) – Jacksonville, FL Hybrid Role December 2022 – June 2023**

* Oversaw healthcare construction project documentation and ensured contract/vendor compliance with HIPAA and PIP for renovations and new builds.
* Managed risks, performance, and scope across multiple healthcare initiatives including procurement of medical devices.
* Liaised with stakeholders and vendors to negotiate SOWs and ensure schedule adherence.
* Partnered with business, IT, and vendors to deliver compliant healthcare projects.
* Managed contracts, procurement, and SOWs for medical equipment and systems.
* Tracked risks, changes, and dependencies per PMO standards.

Change Management Analyst / Project Manager

PNC Bank (via Dexian Technologies) – Philadelphia, PA | Remote | May 2022 – Nov 2022

* Supported Enterprise Change Methodology through process standardization and compliance audits.
* Created Visio workflows, facilitated CMF policy exception reviews, and documented testing environments.
* Researched company policies to support Enterprise Change Methodology and define process standards.
* Managed CMF Policy exceptions, distinguishing between policy vs. process requests and facilitating approvals.
* Identified and followed up on potential CMF non-compliance issues.

**Quality Assurance Analyst (Regulatory &Business Process Analyst/Compliance, Payments & ERP)**

**FirstBank – Miami, FL - Remote/Hybrid**   **December 2020 – May 2022**

* Ensured regulatory documentation compliance and reconciled credit/deposit accounts under FDLIC.
* Reviewed processes for risk and policy gaps; led fraud detection and financial modeling initiatives.
* Supported ERP enhancements and TMS implementation.
* Ensured documentation compliance with FDLIC regulations across credit, deposits, ACH, and electronic services.
* Analyzed business processes and systems; proposed ERP enhancements using JIRA and email communication.
* Reviewed lending and deposit procedures for compliance and reconciliation accuracy.
* Identified policy/procedure gaps to reduce risk and support regulatory adherence.
* Delivered training on regulatory, credit, and Treasury Management System (TMS) updates.
* Partnered with branches and leadership to address audit findings and recommend corrective actions.
* Oversaw payments compliance, fraud detection, and processing (credit cards, checks), including financial forecasting and modeling.

**Data Analyst / eCommerce Analyst**

**Alliance Entertainment (via Steven Douglas) – Sunrise, FL October 2019 – May 2020**

* Managed client product, cost, and inventory files via FTP using Prime Mover to reduce complexity and cost.
* Designed supply chain data strategies; identified cost-effective shipping methods to support TMS and financial transformation.
* Led supply chain optimization projects, improving vendor relations and pricing through process reviews.
* Developed KPIs and ITSM reports using ServiceNow Performance Analytics; ensured data integrity and supported data cleansing/migration.
* Documented IT processes through QA/UAT and Visio workflows to drive improvements.
* Assisted with SAP implementation through data visualization and migration planning.
* Maintained a broad understanding of end-to-end supply chain operations.

**Business Continuity/Disaster Recovery/Infrastructure Analyst**

**Seminole Tribe of Florida (Dexian Technology) - (short term Contract) - Hollywood, Florida June 2019 – September 2019**

* Developed disaster recovery and business continuity plans to minimize operational risk and downtime.
* Gathered and analyzed supply chain data to identify cost-saving opportunities and support Treasury Management Systems (TMS) and financial transformation.
* Planned and led optimization initiatives by assessing current-state processes, identifying gaps, and recommending improvements.
* Developed KPIs and ITSM performance reports using ServiceNow; ensured master data accuracy for system migrations.
* Facilitated requirements gathering, documented business and functional requirements, and supported QA/UAT processes.
* Created Visio process flows and contributed to SAP implementation through data visualization and cleansing.
* Partnered with cross-functional teams and stakeholders to drive alignment across business and technical objectives.

**Disaster Recovery Project Manager**

**Team Rubicon – Naples, FL (Contract)** **September 2018 – March 2019**

* Supported disaster victims and veterans through property rehab programs and workforce reintegration initiatives.
* Managed project resources, expense tracking, documentation, and vendor relationships.
* Assessed IT access, trained staff, and built process flows; provided regular updates to executive leadership.
* Tracked construction progress using Procore and MS Project; oversaw MEP documentation and emergency recovery efforts.
* Designed technical layouts for fire suppression, electrical, and cable systems.
* Contributed to inventory and supply chain integration to improve operational efficiency.

**Business Continuity/Project Manager - ERP to Cloud Base Program**  **April 2017 to September 2017**

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

* Gathered requirements with Finance teams to align system development with accounting goals and financial transformation initiatives.
* Created process flows and system documentation using GAAP, SDLC, and Visio; managed development tickets via ServiceNow.
* Coordinated SAP FICO integrations with internal platforms including Hybris, Vertex, and Salesforce.
* Wrote use cases and user stories for SIT/UAT; applied ITSM/ITIL practices and collaborated with offshore vendors.
* Mapped end-to-end payment processes and supported testing and documentation efforts.

**Disaster Recovery/Business Continuity/Project Manager - Real Estate**  **June 2016 – April 2017**

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

* Led construction and build-out of 45 locations in 6 months, saving $3.5M by coordinating with T-Mobile, engineers, and contractors; designed and equipped data rooms.
* Negotiated contracts and oversaw procurement for IT, cabling, security systems, and POS software testing (VISA/Mastercard).
* Managed MEP documentation and tracked renovation progress using MS Project.
* Oversaw facilities operations for 40+ sites and a corporate office, reducing utility costs by $150K and operational costs by $500K annually.
* Developed and tested IT disaster recovery plans; improved server performance and implemented resilience strategies.

Education

Bachelor of Fine Arts – Interior Design

New York Institute of Technology