Nanette Jaatinen

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Technical Product Owner - CSM, CSPO

Strategic and results-driven Lead Product Owner Manager with extensive experience leading data-centric digital transformation initiatives and delivering measurable business value across complex, global environments. Proven ability to align global business goals with user-focused technology solutions in industries including transportation, logistics, HR/payroll, distribution and telecommunications. Skilled at managing cross-functional Agile teams, prioritizing product backlogs, and driving the end-to-end delivery of scalable solutions that enhance operational efficiency and enable data-driven decision-making. Experienced in both Agile and Waterfall methodologies, with a strong focus on data integration, analytics, and stakeholder alignment. Adept at managing backend systems, cross-platform integrations, and digital UI/UX collaboration. Known for reducing costs, improving performance, and mitigating risk by translating complex requirements into actionable features and insights. A hands-on leader with a solid understanding of how to deliver value through insightful reporting, metrics, and data visualization tools that empower business users and executives alike.

Education

Bachelor's degree in Computer Science. Certified Scrum Master (CSM), Certified Scrum Product Owner (CSPO). Fluent in English and Spanish.

Key Competencies

•Business, Functional & Technical Documentation •Business Process Modeling & Optimization (BPMN, Visio) •Cross-Functional Collaboration •Process Optimization & Continuous Improvement• Change Management, Roadmap planning & Organizational Readiness •Lead, coach, mentor •Agile (Scrum, Kanban, SAFe) • Epics, User Stories (Jira, Confluence, Miro) •API integrations (Postman) •EDI, Json, XML files •web, mobile applications. •SaaS •Data Analysis, Data Warehouse, Reporting, Data Mapping & Data Visualization (Excel, SQL, MongoDB, Firebase, Tableau, Kibana, Cognos) • CRM, ERP, AIM systems• UAT Planning, QA Coordination & Execution (TestRail)

PROFESSIONAL EXPERIENCE

UKG (Jun 2022 – Dec 2024) - *Technical Product Owner - Lead Product Owner Manager*

- Led full-cycle delivery of UKG PRO's HR/Payroll Event-Driven Architecture (EDA) within an Agile framework, managing complex back-end integrations to improve scalability, data flow, and real-time processing across enterprise systems.
- Defined and executed the product roadmap, aligning strategic objectives with project milestones to enhance HR and payroll scalability using RabbitMQ and Kafka-based systems.
- Responsible for planning and coordinating cross-project dependencies, conducting risk analysis, defining strategy, and regularly communicating project status, risks, and milestones to management and stakeholders.
- Coordinated multiple system upgrades, software deployments, and data center decommissions by collaborating with engineering, QA, DevOps, and network teams to ensure seamless execution and minimal disruption.
- Managed JIRA backlog, including Epics/User stories creation and prioritization to support Agile delivery.

- Facilitated sprint planning, daily stand-ups, retrospectives, and stakeholder reviews to ensure alignment and transparency across all project phases.
- Developed communication plans and status reports for executive stakeholders, maintaining visibility into project health.
- Supported testing coordination and deployment readiness across multiple data centers, ensuring high-quality deliverables met business and technical requirements.
- Managed deadlines and successfully facilitated effective communication and delivering high-impact initiatives.

Randstad USA (Jan 2020 – Dec 2022) - **Technical Product Owner**
- Led the end-to-end global implementation of an AI-powered staffing platform (web and mobile), deployed across the EU, USA, LATAM, and Canada, supporting multi-device access with integrated video and audio features.
- Defined system architecture, UI/UX, and integrations, ensuring seamless performance in a multi-language, multi-regional environment.
- Managed data modeling, data mapping, and API integrations, improving application efficiency, automation, and user experience.
- Owned backlog management and prioritized epics/user stories, collaborating with global teams to drive agile delivery of critical features.
- Responsible for creating and maintaining training documentation and videos.
- Responsible for creating and maintaining technical documentation.
- Coordinated and supported API testing plan.

JM Family Enterprises Inc. (Jun 2019 – Jan 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. (May 2013 – May 2018) — **Senior Business Analyst - Product Manager**
- Managed an Oracle ERP implementation in Colombia, Chile, and Peru.
- Collaborated with Credit & Collections directors to design and implement a global dispute tracking system, streamlining financial operations and managing multiple currency workflows 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.

Seaboard Marine (Jan 2005 – May 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. (Jan 2000 – Dec 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.