

Nanette Jaatinen

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Lead Product Owner Manager

Strategic and results-driven Lead Product Owner with a proven track record of leading multi-million-dollar digital transformation initiatives and delivering impactful process improvements across global, cross-functional teams. Adept at aligning business objectives with scalable, user-centric technology solutions in industries including HR, Recruitment, Transportation, Logistics, and Telecommunications. Recognized for driving measurable outcomes, increasing revenue, reducing operational costs, and mitigating risk. Experienced in both Agile and Waterfall methodologies, managing product and project lifecycles end-to-end. Skilled in data integration, data analysis, stakeholder engagement, and cross-platform solution delivery, with a strong focus on improving operational efficiency and enabling informed decision-making. Experienced with back-end integrations, digital front-end and UI development and collaboration with UX designers.

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 • 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 (June 2022 – Dec 2024) - **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 (July 2020 – June 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. (June 2019 – July 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 – June 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.