**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

**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**

* A part of **enterprise-scale digital transformation** initiatives, including JDE ERP-to-cloud migration and Apptio–ServiceNow integration, ensuring architecture supported both business strategy and end-user needs.
* Applied a customer-centric approach to product development by gathering feedback from finance, operations, and IT teams, translating it into prioritized backlog items with clear acceptance criteria.
* Leveraged JIRA to manage Agile sprints, track progress, and align development efforts within DevOps pipelines, ensuring seamless handoffs between teams.
* Built and maintained Power BI dashboards to measure KPIs, track release performance, and identify opportunities for operational optimization.
* Designed product roadmaps and release plans, coordinating dependencies across multiple Agile teams and ensuring delivery of high-value features.
* Led asset management (SAM/HAM) initiatives, combining digital tracking systems with process enhancements to improve inventory accuracy, license compliance, and cost savings.
* Championed continuous learning by incorporating feedback from retrospectives into sprint planning, refining workflows to enhance delivery speed and quality

**Healthcare Project Manager/Business Analyst**

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

* Directed **large-scale healthcare infrastructure and digital transformation projects** including new facility builds, EMR integrations, and medical device implementations.
* Applied a customer-first approach by engaging clinicians, facility managers, and IT teams to capture requirements, optimize digital workflows, and enhance patient and staff experiences.
* Oversaw procurement and integration of digital health equipment, ensuring interoperability with existing systems and seamless go-live execution.
* Utilized JIRA to track deliverables, dependencies, and Agile sprint progress; developed Power BI dashboards to monitor project KPIs, vendor performance, and operational readiness.
* Anticipated risks, implemented mitigation plans, and resolved technical and operational issues to ensure digital and physical systems aligned with business objectives.

**Change Management Analyst / Project Manager**

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

* Led **enterprise-scale change initiatives** involving digital banking systems, operational platforms, and compliance-related architecture changes.
* Used a customer-centric lens to assess the impact of digital platform upgrades on branch staff, contact center teams, and end-user customers.
* Managed JIRA workflows within Agile and DevOps cycles to track policy exception requests, process changes, and technical environment updates.
* Designed digital process maps in Visio to visualize complex architecture flows, helping both technical and non-technical stakeholders understand system changes.
* Partnered with technology teams to ensure new digital capabilities met compliance standards, reduced operational friction, and delivered clear business outcomes.

**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