

# Nanette Jaatinen, Product Owner

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*Global-minded and results-driven Technical Product Owner with 15+ years of experience delivering localized, compliant, and user-focused digital products across global markets, including HR technology, e-commerce, and enterprise platforms. Former software engineer with strong technical acumen and data analysis expertise, skilled at driving multi-language content delivery, regional currency formatting, and global data compliance.*

*Proven track record in international stakeholder collaboration, gathering market-specific requirements, and translating them into optimized, regionally tailored features and workflows. Experienced in modernizing legacy systems, executing cloud migrations, and leading cross-functional teams spanning engineering, QA, UX, sales, marketing, finance, C&C and operations.*

*Proficient in Microsoft SQL and BI tools (Tableau, Kibana, Cognos) to define KPIs, monitor adoption, and extract actionable insights for regional performance improvements. Certified Scrum Product Owner and Scrum Master, bilingual in English and Spanish, with a passion for customer-centric innovation and delivering high-quality experiences to users worldwide.*

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## WORK EXPERIENCE

July 2023 – Dec 2024 **Lead Product Owner Mng, Technical Product Owner** **UKG Weston**, Florida, USA

- Led full-cycle delivery of a global HR/Payroll Event-Driven Architecture (EDA), ensuring high product reliability, availability, and maintainability across enterprise systems in over 40 countries.
- Partnered with regional and corporate stakeholders to capture localized market requirements, ensuring compliance.
- Created and executed product and business strategy by defining success metrics, owning KPI reporting, and delivering data-driven recommendations to optimize performance and product health.
- Coordinated cross-project dependencies through meticulous planning, conducting risk analysis, and defining strategies while regularly communicating project status, risks, and milestones to management and stakeholders.
- Orchestrated multiple systems upgrades, software deployments, and data center decommissions by collaborating closely with engineering, system architects, QA, DevOps, and network teams to ensure seamless execution and minimal disruption.
- Oversaw JIRA backlog management, including Epic/User story creation and prioritization to support Agile delivery.

Jan 2020 – July 2023 **Technical Product Owner** **Randstad USA** Remote, USA

- 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-currency and multi-regional environment.
- Managed data modeling, data mapping and API integrations, improving application efficiency, automation, and user experience.
- Responsible for data analysis, data update and data monitoring using Microsoft SQL, MongoDB, Firebase and Tableau for data usage visualization, KPI's monitoring and identifying areas for improvement.
- 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.

Jun 2018 – Dec 2019 **Senior Business Analyst** **JM Family Enterprises Inc.** Florida, USA

- 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 led QA plans, facilitating a smooth deployment while enhancing system security and user access controls.
- Developed comprehensive knowledge transfer documentation for technical support team, streamlining onboarding and system maintenance for the IAM team.
- Managed a cloud migration modernization project for 10 clinics, implementing multi-factor authentication (MFA) to strengthen security and access management.

May 2013 – May 2018 **Senior Business Analyst/Project Manager**

**Anixter Inc.** Florida, USA

- 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.
- Worked closely with Developers and Database engineers in the database design of a DTS for Credit & Collections teams.
- Led business analysis, backlog prioritization, and training efforts, resulting in improved invoice dispute resolution for \$14M+ in transactions (LATAM).
- Managed Avaya system upgrade and modernization impacting Anixter systems.
- Managed an Oracle ERP implementation in Colombia, Chile, and Peru.

Jan 2005 – May 2013 **Business Analyst**

**Seaboard Marine**, Florida, USA

- Designed and deployed new web applications for clients, sales, pricing, finance and contract teams.
- Provided creation of reports for management using Cobol extracting information from multiple systems and vendors (SQL, Mainframe).
- Worked with vendors in the DB implementation of a system to support Bill of Landing and EDI transmissions.
- Provided technical training and documentation for internal teams, ensuring smooth adoption of new applications.

Jan 2000 – Dec 2004 - **Software Developer**

**Convergys IMG, Inc.** Florida, USA

- 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.

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## SKILLS

Project Management, Product Strategy, Team Management, Team Leader, Architectural Collaboration, Cross-Functional Collaboration, Vision, Product Delivery, Cross Functional Collaboration, BRD, FRD, Business Process Model, Training Manuals, Change Management, Business Process Improvement, Roadmap planning, Backlog Management, Backlog Prioritization, Communication Organizational Readiness, Negotiations Skills Adaptability, Creative Problem Solving, Agile Leader (Scrum, Kanban, SAFe), Waterfall

SaaS Cloud (AWS), API integrations (Postman), EDA, EDI, JSON, XML, Data Warehouse, Data Mapping, Data Analysis, Microsoft SQL, Cognos, Tableau, Grafana, Kibana, Excel, MongoDB, FireBase, Visio, Miro, AHA! AIM, CRM, ERP Oracle, Mobile & Web Apps, TestRail, JIRA, Confluence

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## EDUCATION

Florida International University  
Scrum Alliance  
Scrum Alliance

Bachelor's degree, Computer Science  
Certified Scrum Product Owner  
Certified Scrum Master

**\*\*Currently, working on an Azure SQL certification and AI Training & Certifications for Product Owners**