

Jamie-Lee Grant, MBA – Product Owner / Business Analyst

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Education

MBA – Business Analytics & Business Intelligence, Nova Southeastern University 2019

BA – Communication Studies, University of Iowa 2011

Professional Summary

Results-driven Product Owner / Business Analyst with 6+ years managing technology and operational projects across healthcare, Information Technology, finance, and higher education. Adept at translating business needs into technical requirements, owning product roadmaps from conception to delivery, and coordinating cross-functional teams in Agile and hybrid environments. Proven ability to manage project timelines, budgets, and stakeholder expectations while driving process improvements and delivering high-quality solutions.

Core Competencies

- Product Ownership & Backlog Management • Project Planning & Scheduling (MS Project, Clarity PPM, Jira) • Agile / Scrum & SDLC Methodologies • Stakeholder Communication & Facilitation • Requirements Gathering & Documentation • Data Analysis & Visualization (Power BI, Excel) • ERP/PPM Platform Integration • Salesforce, Canvas LMS • Process Improvement • Quality Assurance • MS Office Suite • Google Workspace

Professional Experience

Senior Analyst / Integrated Systems Pall Corp, Ft. Lauderdale, FL | 2022 – Present

- Own product backlog and feature prioritization for global integrated labeling applications (25 sites, 327K+ templates).
- Coordinate cross-functional teams (IT, engineering, operations) to deliver enhancements, system upgrades, and compliance initiatives, ensuring each release is a measurable deliverable against roadmap goals.
- Develop project schedules, manage deliverables, and track progress to ensure on-time completion within budget.
- Facilitate sprint planning and stand-ups; document requirements and acceptance criteria in collaboration with stakeholders.
- Drive resolution of software/hardware issues, ensuring minimal downtime and adherence to IT policies.

Lead Business Analyst Stryker, Weston, FL | 2021 – 2022

- Managed end-to-end integration project for supplier data post-acquisition, delivering a final **deliverable** aligned with both functional requirements and organizational objectives.
- Coordinated activities of IT and business teams, facilitated weekly stakeholder meetings, and tracked milestone completion.
- Configured system settings, oversaw QA, and produced status updates for executives.

Application Systems Analyst Starwood Property Trust, Miami Beach, FL | 2019 – 2020

- Acted as liaison between business units and technical teams to translate business needs into system specifications.
- Managed software enhancements and conducted regression, UAT, and integration testing, ensuring each phase produced a validated **deliverable** that met functional and compliance standards.
- Developed project documentation, tracked issues, and recommended process improvements.

Technology Support Analyst / LMS Implementation Team Nova Southeastern University (OIIT),

Ft. Lauderdale, FL | 2016 – 2019

- Led university-wide implementation and training for Canvas LMS; tracked adoption metrics for 15K+ students, faculty, and staff, resulting in a successful go-live **deliverable** on schedule.
- Managed project schedules and coordinated cross-departmental activities to meet launch deadlines within a year, ensuring cross-team collaboration with DBAs, design teams, and management.
- Conducted comprehensive platform testing to validate functionality, usability, and compatibility prior to launch.
- Created reports for executive leadership, optimizing data collection and issue resolution processes.
- Used the LMS as a student, providing first-hand user feedback to improve usability, training content, and adoption strategies.

Multimedia Developer / Project Coordinator Patient Education Institute, Iowa City, IA | 2013 – 2016

- Managed production of 20+ monthly interactive tutorials; coordinated cross-team deliverables to meet client deadlines.
- Oversaw Salesforce-driven client prospecting initiative, increasing revenue by 28%.
- Coordinated the completion of over 1,000 health modules in both English and Spanish, delivering the full project 5 months ahead of schedule as a major deliverable milestone.

Business Analyst Trailblazer INK, Kingston, Jamaica | 2007 – 2009

- Led vendor relationship management and technology initiative rollouts to improve operational efficiency.
- **Managed book production project from ideation to deliverable**, coordinating creative, editorial, and print vendors to meet deadlines and budget.
- **Fostered the technological advancement of the business**, identifying and implementing solutions that modernized workflows and improved productivity.

Additional Highlights

- Familiar with Salesforce eager to expand into CPQ/Data Cloud.
- Experienced with both software development and IT infrastructure-adjacent projects.
- Available for evening/weekend work when necessary.