DARIENNE SPALDING
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SUMMARY

Product Owner with 3+ years leading both **HR Technology products** and **technical data/integration products** across enterprise environments. Proven success owning roadmaps, defining business and technical requirements, managing data flows, supporting Kafka-based integrations, and delivering HRIS and employee experience solutions for organizations of 3,000+ employees. Strong ability to translate complex requirements into actionable user stories, drive Agile delivery, optimize processes, and partner with engineering, HR, architecture, and business leadership. Certified Scrum Product Owner (CSPO) and ITIL certified with a technical background in Computer Science.

Focus Areas: HRIS • Data Product Ownership • System Integrations • API/Data Mapping • Employee Experience • Agile/Scrum • Roadmapping • Backlog Prioritization • Cross-Functional Leadership

CORE COMPETENCIES

Product Ownership: Roadmaps, backlog management, sprint planning, EPICs, OKRs/KPIs, prioritization, release planning
HR Technology: HRIS, employee experience tools, collaboration systems, HR data lifecycle, HR workflows
Technical: Kafka pipelines, data modeling concepts, system integrations, APIs, ETL concepts, architecture documentation
Business Analysis: Requirements gathering, user story writing, acceptance criteria, data/process mapping, UAT
Agile Delivery: Scrum ceremonies, velocity optimization, sprint retrospectives, dependency management
Tools: Jira, Confluence, MS Office Suite, Power BI, MS Project
Soft Skills: Stakeholder alignment, communication, leadership, problem-solving, change management

PROFESSIONAL EXPERIENCE

Product Owner – HR Tech & Technical Data Products

Allstate Insurance Company of Canada | Jul 2022 – May 2025

Led dual product ownership streams across HR Technology and Data Lifecycle Management, delivering enterprise-wide enhancements, integrations, and system modernization initiatives.

Key Achievements & Impact

- Owned product roadmap and backlog for **HR Tech Stack modernization**, HRIS enhancements, collaboration tools, and employee experience systems supporting **3,000+ employees**.
- Technical Product Owner for **Kafka data transformation pipelines**, enabling downstream systems such as Sales Comms, Consumer, and AgentForce.
- Led a major **data lifecycle migration off the legacy VIP system**, improving data quality, visibility, and integration reliability across HR, IT, sales operations, and enterprise functions.
- Improved Agile delivery efficiency, leading the team to an **82% sprint completion rate** through optimized backlog prioritization.
- Identified process and budget optimization opportunities for HR operations, resulting in **cost savings worth millions**.
- Created technical and business documentation including data flows, system architecture diagrams, process maps, and PRDs.

Core Responsibilities

- Gathered and translated complex technical and business requirements across HR, IT, Accenture, SAP, sales operations, and architecture teams.
- Wrote user stories, acceptance criteria, and EPICs for HRIS features, integrations, APIs, and data pipelines.
- Led **end-to-end UAT**, integration testing, and release readiness assessments.
- Maintained short- and long-term **product and technical roadmaps** post go-live, aligned to business OKRs.
- Drove backlog grooming, sprint planning, dependency mapping, and cross-functional alignment.
- Acted as **Voice of the Customer** for HR stakeholders, ensuring solutions improved employee experience and met compliance requirements.
- Managed incident triage and troubleshooting for HR systems, integrations, and data flows.
- Directed Big Room Planning efforts including resource allocation, capacity planning, and feature sequencing.

Customer Loyalty Specialist

Allstate Insurance Company of Canada | Jun 2020 – Jul 2022

- Delivered multi-province insurance support; coached agents and improved workflows, strengthening customer experience and service consistency.

Office Administrator

Centennial Infant & Child Care Centre | Nov 2018 – Jun 2020

- Managed HR-related operations including payroll support, employee onboarding tasks, scheduling, vendor management, and compliance documentation.

Service Desk Analyst

tTech Ltd (Managed IT Services) | Jul 2015 – Aug 2016

- Supported 70–100 users daily; executed O365 migrations, AD management, device setups, ticket triage, and PowerShell reporting for enterprise clients.

EDUCATION

Bachelor of Science, Computer Studies
University of the West Indies | GPA 3.5

Postgraduate Certificate (Incomplete), Project Management
Centennial College

CERTIFICATIONS

- Certified Scrum Product Owner (CSPO) – Innovel
- ITIL Foundation Certified
- Product Roadmapping – Product School
- Product