# Yanira Pantin

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## SUMMARY

A dynamic and highly accomplished senior product owner and business analyst with broad-based experience in product management, Agile project leadership, and cross-functional team collaboration within technology-driven environments. Develops and implements high-impact solutions for ERP migration projects, business process redesign, and custom reporting, leveraging strong skills in stakeholder management, business analysis, and end-user training. Excels in data mapping, Power BI dashboarding, and SQL / database optimization to drive process innovation and improve business outcomes complemented by market trend analysis and a proven ability to translate complex business needs into actionable product enhancements. Recognized for exceptional organizational skills, ability to deliver quality-focused products, and commitment to continuous improvement and stakeholder alignment.

**Product Management | Scrum Methodology | Agile Project Management**
**Business Analysis | Data Mapping | Process Redesign | Custom Report Migration**
**End-User Training | Database Management | Financial Analysis | Feature Backlog Management**
**User Story Creation | RESTful API Design | C# / .NET Development | AWS Cloud Services | Azure**
**Requirement Gathering | Automated Testing | Sales Process Analysis | Release Planning**
**Quality Assurance | Market Trend Analysis | JSON Data Interchange | SQL Database**

## EXPERIENCE

**INTERNATIONAL MOTORS LLC, Miami, Florida**
**Product Owner & IT Business Analyst,** 2019-2025

- Served as product owner for sales and reporting Scrum team, managing product backlog to align with business goals, and defined clear user stories and acceptance criteria, leading to delivery of 20 features that reduced monthly reporting time from five days to under four hours.
- Led stakeholder engagement and requirement gathering for ongoing ERP migration from Baan to SAP S/4HANA (May 2025 to present), including data mapping, sales process redesign, custom report migration, testing, and end-user training.
- Facilitated stakeholder communication and collaboration across cross-functional teams, conducting sprint reviews to gather feedback and ensure alignment with product vision.
- Contributed to product vision and roadmap development by analyzing market trends and business needs, resulting in projects that generated $400K in annual productivity gains.
- Analyzed product performance metrics, using Power BI dashboards, providing daily insights to 50 sales leaders and dealers for continuous enhancement and data-driven decisions.
- Optimized SQL queries and databases, improving system performance by 60% to 80%, and supported release planning for timely feature deployments.

**DUTY FREE WORLD INC., Medley, Florida**
**Software Developer & Technical Support,** 2017-2018

- Developed and maintained C# / .NET in-flight sales and real-time multi-currency exchange systems ($150K daily transactions) on AWS, focusing on user needs and iterative improvements.
- Designed RESTful APIs and managed JSON data interchange between services and mobile clients, ensuring seamless integration and alignment with business requirements.
- Built automated sales recovery tool that prevented $80K / year revenue loss, involving requirement analysis, backlog prioritization, and post-release performance evaluation.
- Provided Tier 2/3 support for 200 retail endpoints, collaborating with stakeholders to resolve issues and incorporate feedback into product enhancements.
- Managed MySQL databases and contributed to product release schedules, emphasizing continuous improvement based on user feedback and market demands.

## ADDITIONAL EXPERIENCE

METROPOLITAN BANK, Havana, Cuba, **Software Developer and Programmer Technical Support,** 2010-2016. Led full-cycle development of mission-critical banking applications, including requirement gathering, design, implementation, and 24 / 7 support to meet evolving business needs. Reduced production defects by 80% through automated testing and iterative refinements, demonstrating proficiency in backlog management and quality assurance. Collaborated with cross-functional teams to define product features, create user stories, and plan releases, ensuring alignment with organizational goals and user requirements. Analyzed system performance and user feedback to drive continuous enhancements, contributing to overall product roadmap and innovation in financial services solutions.

## EDUCATION

UNIVERSITY OF COMPUTER SCIENCE (UCI), Havana, Cuba
**B.S., Computer Science**

## CERTIFICATIONS

*Microsoft Certified Solutions Associate (MCSA), The Academy,* Miami, Florida, 2018
*Microsoft Certified Professional (MCP), The Academy,* Miami, Florida, 2018

## TECHNICAL SKILLS

**Languages & Frameworks:** C# / .NET Core / ASP.NET / Web API / JSON
**Cloud & DevOps:** AWS / Azure DevOps
**ERP Systems:** SAP S/4HANA (migration in progress) / Infor LN (Baan)
**Databases:** SQL Server / MySQL / Stored Procedures / Query Optimization
**Data & Analytics:** Power BI (Power Query) / Tableau / Advanced Excel (VBA, Power Pivot)
**Tools:** SharePoint / Microsoft Teams / Visio
**Others:** SAP HANA, AWS Cloud Services, RESTful API Design

## LANGUAGES

Fluent in Spanish.