**Pamela Iheme**

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**Boston, MA**

**PROFESSIONAL SUMMARY**

With a passion for fostering collaborative environments, I strive to enhance team cohesion and productivity. My expertise lies in facilitating agile processes that drive project success and streamline workflows. A highly motivated, adaptable and versatile self-starter, with a reputation for integrity and accustomed to supporting and managing multi-functional teams.

**KEY COMPETENCES**

Team Coaching | Agile Training | Product Management | Conflict Resolution | Servant Leadership | Collaborative Communication | Issue Resolution | Team Dynamics | Facilitation | Product Backlog Optimization | E-commerce | MDM Informatica Software |

**PROFESSIONAL SKILLS**

**Methodologies** – Agile, Scrum, Hybrid, Waterfall

**Digital Skills** – Jira, Confluence, Visio, Figma, FigJam, Azure DevOps, CI/CD Pipeline, ServiceNow, Conga, Salesforce

**Programming Knowledge** – Python, C++, SQL, CSS, HTML

**E-commerce Skills** – Marketing and research using Tealium Customer 360 and Wunderkind

**Oil and Gas Skills** – PLCs, HMI systems design, network configuration tools, upstream processes, instrumentation and controls, OPC-UA, Modbus

**Business Skills** – Requirements gathering, business research, business intelligence

**Product Skills** – Product development, product design, product management, product planning

**Agile Techniques** – User stories, user acceptance testing, quality assurance testing, test-driven development, peer analysis, continuous integration, continuous testing, pairing, automated testing, waterfall methodology

**Data Skills** – Data science, data analysis, data mapping, data migration, master data management, data mining

**Cloud Skill** – AWS and Azure

**Soft Skills** – Teamwork, communication, adaptability, critical thinking, time management, problem-solving, stress management

**Scrum Principles** – Servant leadership, facilitation, situational awareness, conflict resolution, solution ownership, continual improvement, inspection, adaptation, increasing transparency

**Preparation for** – Agile Release Train (ART) events, including PI planning and system demos

**PROFESSIONAL EXPERIENCE**

**Northeastern University**  **April 2024-Present**

**Product Owner** **Boston, MA**

* Act as primary contact between product management, stakeholders, and engineering teams
* Convey the product vision and strategy to the engineering team
* Translate requirements into clear specifications
* Create and maintain product backlogs with epics, user stories, and acceptance criteria
* Align backlogs with stakeholders and review user stories with the engineering team
* Communicate detailed requirement specs to the Development Team
* Prioritize backlog considering value, dependencies, and team capabilities
* Facilitate ceremonies: daily stand-ups, sprint planning, demos, retrospectives, and backlog grooming
* Coordinate inter-team cooperation and dependencies
* Guide progress toward release objectives and sprint goals in **Jira**
* Monitor implementation progress and provide status updates with project managers
* Gather stakeholder feedback to improve products and address concerns
* Plan Program Increments
* Support testing during development and release; participate in user acceptance testing
* Implement **Cvent** for athletics and advancement departments
* Brainstorm ideas with **Marketing and Sales** for the **Cvent** Project
* Build spec documents in **Confluence** for the **Cvent Project**, including onboarding, master data management for alumni, advancement, and present students
* Ensure data accuracy, consistency, completeness, and reliability across systems
* Define and implement data standards, policies, and rules with data governance teams
* Ensure compliance with regulatory requirements and company policies on data privacy and security
* Use **Salesforce Software** for Master Data Management in the Enrollment Agreement Project
* Oversee integration of master data across systems to ensure seamless flow and avoid duplication
* Ensure MDM solution architecture supports scalability and future business needs
* Track MDM system performance and identify improvement areas
* Optimize data management processes, minimizing manual entry
* Resolve master data issues and troubleshoot with cross-functional teams

**Halliburton** **Feb 2021-March 2024**

**Scrum Master/Product Owner** **Houston, TX**

* Acted as the primary liaison between teams and stakeholders.
* Managed, refined, and prioritized product backlog items.
* Transitioned teams from waterfall to agile methodology.
* Conducted testing in the IDE environment using Visual Studio.
* Enabled stakeholders to download and test developed increments using Visual Studio on their personal computers.
* Ensured regular communication with customers and stakeholders regarding the status of the product.
* Created Epics, features, user stories, and acceptance criteria using Azure DevOps.
* Monitored code being tested through the CI/CD pipeline.
* Facilitated Peer to Peer testing among engineering team members.
* Managed two cross-functional teams, including one located offshore.
* Collaborated with prospective users and clients to understand and anticipate their needs, translating them into product requirements.
* Maintained a flexible schedule to accommodate offshore teams and main stakeholders.
* Implemented Product Fit Methodology by hosting meetings with oil field engineers and instrumentation/controls operators for primary data collection and requirement gathering.
* Oversaw all stages of product creation, including design and development.
* Created UI/UX designs in Microsoft Visio based on discovery meetings with stakeholders.
* Established a team agreement prior to each sprint planning meeting.
* Created sprint goal agreements post-sprint planning meetings.
* Successfully implemented the **Redundancy Project** and **Network Configuration Tools** Project.
* Elicited product requirements through interviews, document analysis, workshops, business process descriptions, user stories, and scenarios.
* Monitored and evaluated product progress at each stage of the process.
* Facilitated Scrum ceremonies including Sprint Planning, Sprint Review, Sprint Retrospective, and Daily Stand-ups.

**Bed, Bath and Beyond - E-commerce** **Feb 2018 – Jan 2021**

**Senior Scrum Master / Digital Product Owner**  **Tulsa, OK**

* Clarified requirements and explained product business aspects to the development team.
* Used surveys and focus groups for Product Fit methodology.
* Developed sales and marketing strategies for an e-commerce project.
* Created Power BI reports for stakeholders and directors.
* Built data tables and ran SQL queries.
* Integrated and tested PayPal APIs with Postman.
* Formulated a product roadmap based on SDLC.
* Transitioned teams from Waterfall to Agile.
* Managed Epics, Features, User Stories, and Acceptance Criteria in JIRA.
* Led sprint ceremonies and assigned tasks in JIRA.
* Migrated data to AWS from legacy systems.
* Launched agile teams for Buy Buy Baby and Wunderkind projects.
* Experienced in Program Increment planning.
* Communicated feature details and deadlines with stakeholders.
* Collaborated on product mockups with designers.
* Prioritized backlog items by value, time, and order.
* Reviewed prototypes for feasibility before development stages.
* Coordinated requirement understanding with developers.
* Conducted risk analysis to keep projects within scope and budget.
* Verified products through usability tests and customer feedback.
* Ensured compliance during release planning.
* Updated team members on project status and roadblocks.
* Oversaw master data integration for seamless data flow.
* Supported IT teams on scalable and flexible architecture solutions.
* Improved MDM system performance based on tracked data.
* Optimized data management processes to reduce manual entry.
* Resolved master data issues with cross-functional teams.

**Samuels Jewelers - Retail & Ecommerce Feb 2016 – Feb 2018**

**JUNIOR SCRUM MASTER Atlanta, GA**

* Led the execution of tasks as defined in the project plan to achieve project objectives.
* Managed changes to project scope, schedule, and costs using appropriate verification techniques to ensure the project plan remained accurate, updated, and reflective of authorized modifications.
* Facilitated **Sales** and **Advertising Strategies** for our **E-commerce *Diamond Are Forever* Campaign**.
* Served as a servant leader to a team of highly skilled professionals, contributing to a large-scale organizational agile transformation and the development of a highly optimized self-organizing team.
* Effectively coached the Product Owner in backlog creation, grooming, and release planning processes, while supporting the team in refinement and maintaining a healthy backlog.
* Taught, mentored, and coached the team on effective methods and practices to foster a highly cross-functional, satisfied, and high-performing team.
* Efficiently resolved impediments and increased transparency by creating effective information radiators across the organization.

**EDUCATION & CERTIFICATIONS:**

Bachelor of Business Administration

University of West Georgia, Atlanta, GA

Certificate in Sales & Advertising, Atlanta, GA

Certified Scrum Master (CSM 1), Scrumalliance.org

Certified Scrum Product Owner (CSPO), Scrumalliance.org

LinkedIn Profile: <https://www.linkedin.com/in/iheme-pamela-cspo-csm-b0a037294/details/experience/>