

SARAH ALLEN

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CSM | CSPO | A-CSPO | POPM

SUMMARY

Senior Product Owner and main Point of Contact for federal government agencies and commercial clients. Experience developing high-profile, public-facing, and enterprise-level applications. Define product vision and roadmap, priorities, and discover growth opportunities for a portfolio of projects. Partner with stakeholders to untangle complicated business processes to develop new applications. Identify system enhancements that support evolving business objectives. Leader and teammate, ensuring work focuses on optimizing value aligned with product strategy and stakeholder business needs. Experience working with nationally and internationally dispersed teams, as well as remote work.

| SOFTWARE EXPERIENCE | BUSINESS SKILLS | TECHNICAL SPECIALIZATIONS |
|--|--|---|
| <ul style="list-style-type: none">• Axure• Balsamiq• Access• Dynamics• FreshService• Excel• PowerPoint• Monday• MS Project• Visio• MicroStrategy• Qlik Sense• Remedy• CALT• Jira• Confluence• Rally• Salesforce• ServiceNow• SharePoint• WordPress• Workday HCM Suite | <ul style="list-style-type: none">• Extensive Experience Interfacing with Executive-Level Stakeholders• Cross-Functional Team Experience• SharePoint Administrator• Focus on Process Improvement• Leadership Skills• Proactive• Analytical Thinker• Independent, but Excel in a Team Environment• Strong Written and Verbal Communications Skills• Quick Learner• Effective Instructor• Mitigate Project Risks• Research and Analysis• Resource Demand Management | <ul style="list-style-type: none">• Enterprise Application Development• Agile Framework<ul style="list-style-type: none">○ Scrum○ SAFe○ Kanban○ Lean Agile• Agile Process Improvement/Coaching• Creation & Management of Project Roadmaps• Epic, Feature, and User Story Development• API Integrations• Feature Driven Development (FDD)• Test Driven Development (TDD)• UI Design• Human-Centered Design• Prototype Development• Identity and Access Management (IAM)• Role-Based Access Control (RBAC)• Service Oriented Architecture• Application Process Improvement• Workflow Development• Continuous Integration/Continuous Development (CI/CD)• DevOps• SaaS• PaaS• AWS |

SARAH ALLEN RESUME
SENIOR PRODUCT OWNER

RELEVANT WORK EXPERIENCE

Senior Product Owner

VersaTech Inc., Columbia, MD, October 2014 – Present

- Joined while the company was in its startup stage, contributing directly to its explosive growth
- Develop several complex, high-profile solutions for federal government and commercial clients, with the goal of enterprise-wide integration and expansion when appropriate.
- Proven ability to quickly earn the trust of sponsors and key stakeholders; mobilize and motivate teams; set direction and approach; resolve conflict; and deliver tough messages with grace.
- Develop and contribute to several Analysis of Alternatives (AoA) documents, analyzing customers' business and processes, providing multiple solution options based on a number of pertinent criteria, with customer consistently selecting the solution option I presented as best meeting their needs.
- Own and define product vision, roadmap, and development strategy, for a portfolio of applications.
- Regular contributor to proposals, resulting in several wins for the company.
- Developed Objectives & Key Results (OKRs) and strategic Key Performance Indicators (KPIs) based on business goals, achieving 15%-25% SEO and engagement improvement, along with a 10% increase to the main project's budget
- Perform market analysis to evaluate the strengths and weaknesses of potential solutions being developed.
- Prioritize backlog and sprints, perform end of sprint demos, write acceptance criteria, and facilitate User Acceptance Testing sessions.
- Modernize and migrate business processes reliant on aging technology, and design automated business processes that were previously manual.
- Integrate custom applications, CRMs and CMSs with third-party applications, domestic and international APIs, various data sources, and vendor-specific extensions (i.e., Salesforce AppExchange & Microsoft Power Apps).
- Critically evaluate information gathered from multiple sources, decompose high-level information into epics, features, and user stories, and distinguish nice-to-haves from true business needs.
- Collaborate with UX specialists and marketing teams on development and refinement of personas and journey maps.
- Direct the work of the UX specialist for the creation of high-fidelity clickable prototypes and mockups, and design prototypes directly when necessary.
- Guide teams on how to use Agile practices and values, coaching them to higher levels of Scrum maturity.
- Developed a unified Agile process for use across product teams, which resulted in stabilizing average cycle times, an Average Defect Leakage of 2%, Average Defect Removal Efficiency of 90%, Average Defect Detection Ratio of 97%, and 100% critical defects resolved in the Test environment.

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SENIOR PRODUCT OWNER

Principal Application Analyst & Product Owner

DST Brokerage Solutions, Baltimore, MD, April 2014-October 2014

- Led and coordinated application development efforts for a major financial services industry solution, used by up to 70,000 financial advisors.
- Facilitated all meetings, from planning sessions, UI, Requirements gathering sessions, and Business team meetings, to face-to-face client meetings.
- Owned the product backlog, defined user stories, and conducted backlog grooming sessions to ensure alignment with agile practices and sprint goals.
- Led product strategy, development, and enhancement of Workday HCM modules, including Core HR, Payroll, Time Tracking, and Benefits.
- Led the integration of Workday Recruiting and Workday Learning and partnered with technical teams to oversee Workday Studio integrations for seamless data flow between HR, Finance, and external payroll systems.
- Completed successful Workday payroll automation implementation, reducing payroll processing time by 25% and eliminating manual errors.
- Designed dashboards and reports within Workday to provide real-time visibility into HR metrics, improving decision-making capabilities for HR leadership.
- Improved onboarding process by integrating Workday onboarding with internal systems, reducing new hire onboarding time by 20%.
- Recommended and approved stories for upcoming sprints.
- Approved functional specifications and user interface changes.
- Facilitated application client demonstrations.
- Led over 40 internal team members and 15 external clients located across the United States, as well as Thailand. Coordinated development, updates, and issues as the main Point of Contact for following teams across all teams.
- Tracked all project milestones and deliverables, and achieved all milestones within the constraints of budget, schedule, and resources.
- Assessed current and future client needs and priorities through communicating directly with clients.
- Discovered several fatal flaws in the primary client's order entry process, which had previously contributed to the firm's 35% NIGO (failed orders) rate. Discovery culminated in the redevelopment of their standard investment service form.

Business Analyst

CGI Federal, Baltimore, MD, September 2012-April 2014

- Focused on the development of several applications for the Centers for Medicare and Medicaid Services (CMS), including the Healthcare.gov website.
- Participated in JAD and other planning sessions.
- Conducted system testing.
- Wrote and edited documentation for technical audiences and end users, including user manuals, User stories, Use case scenarios, Report templates, Business Service Definitions, System Design Documents, and Release Traceability Matrices.
- Took over coordination of artefact delivery for every sprint and release to resolve version control issues, problems with meeting deliverables deadline, and lack of communication between sub-teams.

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- Initiated the use of sprint baseline meetings with the Scrum Master and all sub-team leads to ensure that all features being developed in a sprint would have all their corresponding technical and non-technical artefacts.

Senior Technical Writer

Data Computer Corporation of America, Ellicott City, MD, April 2012-August 2012

- Worked on the Medicaid and State Children's Health Insurance and Program (CHIP) Budget and Expenditure System (MBES/CBES) applications, a suite of CMS web-based financial applications.
- Wrote and updated the following technical documentation:
 - Contingency Plans
 - Operations & Maintenance Manuals
 - Risk Assessments
 - System Design Documents
 - System Security Plans
 - System Internal/External Specifications
 - Version Design Documents
- Updated user manuals.
- Wrote contingency plan test scripts.
- Wrote and updated online help documentation using RoboHelp.
- Created and updated diagrams and workflows in MS Visio.
- Compiled monthly workload reports from MS Access.

Business Analyst/Technical Editor

ViPS, a General Dynamics IT Company, Towson, MD, August 2007-March 2012

- Served as release coordinator, managing requirements for a team of 8 business analysts, and assigned new tickets to the analysts in their area of expertise for multiple projects at CMS.
- Analyzed user needs to determine functional requirements for a wide variety of mainframe and web-based claims processing and collections projects.
- Participated in the development of new systems or updates to existing systems to meet client needs.
- Consistently worked in conjunction with subject matter experts and program developers to ensure each project met the needs stated by the client, by actively participating in technical specification reviews, requirements reviews, conference calls, and design meetings.
- Conducted system testing, user acceptance testing, and smoke testing of various systems.
- Wrote and updated project documentation including system procedures, user manuals, and training materials.
- Met with subject matter experts and stakeholders to gather pertinent background and technical input for writing documents.
- Conducted training sessions for government clients and subcontractors.
- Met aggressive milestones for new functional releases for multiple applications (Treasury and CheckRRR), even with the schedule being accelerated by two weeks.
- Discovered numerous application errors that were missed by the team during the development of the Treasury and CheckRRR applications for SMART and MARTI. Informed the development team, which allowed them to correct the issues before turning the products over to the client.

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- Treasury and CheckRRR deliverables were met with highly positive reviews from the client, as the functionality was completely new to them, and the documentation made it much easier to use the products.

EDUCATION

University of Baltimore, Baltimore, MD
Master of Arts, Publications Design

Johns Hopkins University, Baltimore, MD
Bachelor of Arts, Philosophy

CERTIFICATIONS

Scrum Alliance

Certificant ID: 00063452, Certification Active through: 08 December 2024

- Advanced Certified Scrum Product Owner (A-CSPO)
- Certified Scrum Product Owner (CSPO)
- Certified Scrum Master (CSM)

Scaled Agile

Certificate ID: 05487089-1088, Active through: 04 December 2024

- Certified SAFe 5 Product Owner/Product Manager (POPM)