ADELE FRANCOIS, CSM

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Results-oriented professional experienced in development of products from ideation to post- launch support. Excellent qualifications in process improvement, multi-team coordination and scheduling, risk mitigation, and communication. Demonstrates ability to multi-task and quickly pivot in changing environments/scenarios.

Key Competencies

Microsoft Office Suite • Confluence • Jira • Figma

PROFESSIONAL EXPERIENCE

Product Manager, Fiserv | 2021 - present

Experienced in leading engineering teams in the mobile/web app and infrastructure space, serving as a business liaison between internal, client-facing, and leadership groups. Skilled in gathering and refining business requirements, managing multi-team project schedules, and maintaining product backlog in an organized fashion.

- Responsible for grooming/prioritization of product backlog items and facilitation of SCRUM ceremonies, which lead to improved team velocity and speed to market release (went from 1 version release per quarter to 2 version releases per quarter)
- Facilitated product strategy conversations, gathered release requirements, defined scope, identified market risks/opportunities with cross-company teams and leadership groups that resulted in shielding teams from scope creep, massive backlog, and overcommitment, and potential schedule delays
- Created and presented clear user documentation, status dashboards (burndown, velocity, resource utilization) to internal and external stakeholders that relayed priorities, ensured alignment, and provided transparency on delivery and key milestones
- Ensured engineering teams worked toward eliminating technical debt to ensure quality support and integrity of our released products/software

Sr. Technical Business Analyst, Fiserv | 2021

Lead departments' shift from waterfall methodology to agile as part of a transformation initiative which helped increase KPIs, department efficiencies, and delivery/quality of projects. Exhibited skills in business analysis, documenting business/system flows, and determining future project expenditures and schedules.

- Identifying and gathering business and technical/functional requirements to establish framework for SDLC and creation of supporting infrastructure
- Responsible for onboarding, teaching, and supporting teams' transition to agile via tools migration (such as Azure DevOps, AHA!, Jira) and developing best practices and standards
- Received Certified Scrum Master certification and leveraged the skill to serve for various teams as a means of process improvement and providing additional coaching/support
- Supported department's annual DR exercises and QA testing activities to ensure quality and maintain security standards

Technical Business Analyst, Fiserv | 2019-2021

Gathering/delivering project requirements to project teams. Experience in assessing complexity of design requests and creating supporting technical documentation for project execution under challenging timelines and shifting priorities.

- Creating documentation around software release standards and processes to alleviate knowledge gaps
- Performing analysis of business need and potential gaps that resulted in the elimination of significant project bottlenecks and increased project SLAs

Jr. Project Manager | Project Coordinator, Fiserv | 2018-2019

Supported multiple technology portfolios, managed project scope, resolved day-to-day operational impediments/risks, and created/maintained standardized project related documentation.

- Managed and delivered several small to mid-scale projects on time across the PMO space

EDUCATION

MS, Product Development, Rochester Institute of Technology | **2021 - Present**

B.S., Software Development, Georgia Gwinnett College | **2018**