Tanaka Denenga, CSPO

Results-Driven Leader Dedicated to Optimizing Product & Software Development

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Profile of Qualifications

➢ Highly accomplished **Product Owner** eager to contribute 5+ years of professional experience in Agile / Scrum Methodologies, Product Development, and Quality Assurance toward maximizing a top employer's success
➢ Strategically prioritize, coordinate, and evaluate work generated by a software Scrum team to determine feature enhancements and the functionality of the product
➢ Dynamic communication and interpersonal relation skills with a continual commitment to discussing technology innovations for delivering cutting-edge products with development teams and stakeholders
➢ Strong organizational skills instrumental for maintaining product backlog, requirements, and roadmaps
➢ Technology savvy, with proficiency in Web / Cloud-based software, Microsoft Office (Excel, Outlook, PowerPoint), Microsoft Visual Studios, SQL, Metabase, Stash, Octopus, Kibana, and JIRA software; rapidly learn new systems and software supporting employer operations

Career Highlights

➢ Elevated quickly within the industry and gained additional responsibilities managing large amounts of workload for high-profile projects; AXXESS
➢ Successfully converted 36% of passive clients into promoters; Homecare Homebase
➢ Created and executed a customer-facing Best Practice document to increase product knowledge by 15%; Homecare Homebase
➢ Recognized for achieving 94% Customer Satisfaction for providing exceptional support to 200 healthcare agencies; Homecare Homebase

Professional Experience

AXXESS – DALLAS, TX   2018 – PRESENT
PRODUCT OWNER; 2020 – PRESENT
- Daily communication with Chief Technology (CTO) and Chief Financial Officers (CFO) on product updates and system performance of the 1K+ staff enterprise-level software company
- Consistently ensure product roadmaps, backlogs, and release plans comply with Agile methodologies, concepts, and principles
- Conduct one-on-one meetings with key stakeholders to determine business requirements, technical specifications, and corrective action plans
- Remain in constant contact with cross-functional staff including Chief Executive Officer (CEO) and internal executives to demonstrate product features when conducting biweekly executive presentations
- Independently manage a multidisciplinary global developer team during Daily Scrum, Sprint Planning, Backlog Refinement, and Sprint Retrospective
- Work collaboratively with Infrastructure and Connectivity Team (IAC) in coordinating architectural reviews and identifying opportunities for code optimization
- Clearly define and verify requirements, story implementation goals, and product performance with Chief Technology (CTO) and Chief Financial Officers (CFO)
- Play a vital role in ensuring the seamless operations of several high-profile projects including 5 key financial products and 2 revenue cycle management integrations
- Act as Scrum Master with the responsibility of managing, motivating, and coaching a 12-member team of software developers in PHP and C# coding languages

Professional Experience Continued

SENIOR PRODUCT SPECIALIST; 2019 – 2020
- Proactively identified and addressed client-reported software issues within time-sensitive deadlines
- Performed thorough quality assurance checks on product features and system bug fixes
- Educated team members about product usage and new functionality during company-wide demonstrations and within manuals
- Offered the necessary resources and training for 10 new hires to succeed in meeting Product Team processes, workflow, and expectations
- Efficiently produced Release Notes and Product Certifications for 3 Products

SENIOR IMPLEMENTATION SPECIALIST; 2018 – 2019
- Provided valuable training and guidance for virtual and onsite personnel to understand medical software features, capabilities, and industry overview
- Strategically coordinated, planned, and managed content creation projects and schedules for 15 clients
- Proficiently analyzed relevant markets to gain new partnership opportunities with Home Health, Hospice, and Home Care companies for the new software system

US MEDICAL MANAGEMENT – IRVING, TX   2017 – 2018
ELECTRONIC MEDICAL RECORDS TECHNICIAN
- Provided dynamic support to 3000+ end-users and team members on HomeCare HomeBase software and USMM clinical standards
- Significantly boosted regulatory compliance for OASIS, Hospice Item Set (HIS), and Center Medicare Medicaid Services (CMS) business areas
- Accurately entered key data for optimizing departmental processes within relevant documents
- Actively assisted interdepartmental staff with product feature education

HOMECARE HOMEBASE – DALLAS, TX   2015 – 2017
CUSTOMER EXPERIENCE MANAGER; 2016 – 2017
- Built long-term relationships with clients to boost rapport and customer satisfaction during on-site visitations
- Produced in-depth monthly Key Performance Indicator (KPI) reviews for 23 accounts
- Displayed a friendly and professional demeanor when providing post-implementation Tier II support to field clinicians, administrative teams, and executive clientele
- Served an integral role as a Documentation Content Creator

SQL DATA ANALYST; 2015 – 2016
- Maintained accurate and updated records of escalated inbound calls regarding patient visits, orders, and workflow tasks
- Promptly delivered Tier II diagnostic SQL bug fixes on client reported issues
- Developed client facing Best Practice documentation for efficient software usage

Education & Professional Development

Bachelor of Science / Bachelor of Arts, Texas Woman's University; May 2012
Certified Scrum Product Owner (CSPO) Certification, Scrum Alliance