Tanaka Denenga, CSPO, CSM

Results-Driven Leader Dedicated to Optimizing Product & Software Development

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Profile of Qualifications

➢ A highly accomplished **Product Owner** with over 6 years of professional experienced in Agile/Scrum Methodologies and managing the end-to-end product lifecycle, from ideation to launch. Seeking a stimulating role to utilize expertise to drive revenue growth and achieve business objectives.
➢ Excellent project management skills to manage cross-functional scrum teams and deliver high-quality products on-time and within budget for both B2B and B2C product development initiatives
➢ Strong analytical skills to translate user needs into product features and drive data-driven decision-making
➢ Proficient in various Web/Cloud-based software, Microsoft Office (Excel, Outlook, PowerPoint), Microsoft Visual Studios, SQL, Miro Board, Confluence, SharePoint, Kibana, and JIRA software.
➢ Proven ability to lead and mentor product teams, including UX/UI designers, developers, and QA engineers.
➢ Strong organizational skills to maintain product backlog, requirements, and roadmaps. Quick learner of new systems and software to support employer operations.

Professional Experience

LIQUIDITY SERVICES – PLANO, TX   2021 – PRESENT
PRODUCT OWNER; 2021 – PRESENT
- Define and own the product vision, strategy, and roadmap for the e-commerce platform resulting in customer satisfaction, user retention, and revenue growth for the $1 billion dollar marketplace: Liquidation.com.
- Conduct biweekly executive presentations to showcase product features to the Vice President (VP) and Chief Technology Officer (CTO), while maintaining regular communication with cross-functional teams to refine business objectives.
- Facilitate 10 weekly individual meetings with key departmental leaders to identify business requirements and define user story goals before converting the request into technical solutions with the developer team.
- Collaborate with interdepartmental teams and external vendors to create process flow diagrams for both frontend user experiences and backend developer workflows for the 16-member Scrum team.
- Partner with cross-functional teams, including UX/UI designers, developers, and data analysts, to identify and prioritize new features and enhancements based on customer insights, business goals, and market trends.
- Regularly perform user research, conduct usability testing, and analyze data to measure the efficiency of both the mobile and web applications to achieve a 15% increase in customer retention.

AXXESS – DALLAS, TX   2018 – 2021
PRODUCT OWNER; 2020 – 2021
- Maintained regular correspondence with the Chief Technology Officer (CTO) and Chief Financial Officer (CFO) regarding product developments and system efficacy for the $200 million dollar enterprise-level healthcare software company which employed a staff of over 1,000 individuals.
- Managed a 12-member global development team as both Scrum Master and Product Owner, collaborating on user stories, epics, and acceptance criteria during Sprint Planning and Backlog Refinement ceremonies.
- Collaborated with Infrastructure and Connectivity Team (IAC) to conduct architectural reviews and identify opportunities for code optimization.
- Created 20+ process workflow diagrams to map out complex software scenarios for streamlined development, testing and delivery, while ensuring smooth integration with front-end and back-end systems.
- Contributed significantly to ensuring the smooth operations of several high-profile projects, encompassing five key products and two cloud based Software as a Service (SaaS) revenue cycle management platforms.

Professional Experience Continued

SENIOR PRODUCT SPECIALIST; 2019 – 2020
- Demonstrated a proactive approach in identifying and resolving client-reported software issues and conducting comprehensive quality assurance checks on product features to ensure seamless operations.
- Educated team members about product usage and new functionality, both during company-wide demonstrations and in manuals, to promote knowledge sharing and awareness.
- Provided requisite resources and training to 10 newly hired personnel to enable them to meet the Product Team's processes, workflow, and expectations effectively.

SENIOR IMPLEMENTATION SPECIALIST; 2018 – 2019
- Delivered valuable training and guidance to virtual and onsite personnel to foster their understanding of medical software features, capabilities, and industry overview.
- Coordinated, planned, and managed content creation projects and schedules strategically for 15 clients to ensure timely and effective execution.
- Analyzed relevant markets proficiently to identify 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
- Offered dynamic support to over 3,000 end-users and team members for the HomeCare HomeBase medical software and USMM clinical standards.
- Significantly improved regulatory compliance for OASIS, Hospice Item Set (HIS), and Center Medicare Medicaid Services (CMS) business areas, contributing significantly to the seamless operations of the organization.
- Entered critical data with precision to optimize departmental processes in relevant documents.

HOMECARE HOMEBASE – DALLAS, TX   2015 – 2017
CUSTOMER EXPERIENCE MANAGER; 2016 – 2017
- Cultivated enduring relationships with clients to foster rapport and augment customer satisfaction during on-site visitations.
- Prepared comprehensive monthly Key Performance Indicator (KPI) reviews for 23 accounts to track progress, identify areas of improvement, and optimize operations.
- Demonstrated a friendly and professional demeanor while providing post-implementation Tier II support to field clinicians, administrative teams, and executive clientele, contributing to the organization's image reputation.

SQL DATA ANALYST; 2015 – 2016
- Maintained precise and up-to-date records of escalated inbound calls pertaining to patient visits, orders, and workflow tasks, ensuring the efficient handling of client issues.
- Delivered prompt Tier II diagnostic SQL bug fixes to address client-reported issues, contributing to the seamless operations of the organization.
- Developed client-facing Best Practice documentation to facilitate efficient software usage, enabling clients to maximize the software's features and capabilities.

Education & Professional Development

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