

CRISPYN COLLER

Technical Product Owner



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EXPERTISE

Agile Project Management

Attention to Detail

Team Leadership

Relationship Management

Process Improvement

Jira & Microsoft TFS

Software Implementation

Risk Assessment

Custom
Software Development

Spanish Fluency

SQL Report Writing

EDUCATION

BACHELOR OF SCIENCE
Telecommunications
Management
University of Florida
2008 – 2013

Minors: Spanish & Business

PROFESSIONAL PROFILE

Resourceful and results-driven Project/Product Manager with 5 years of experience in delivering excellent IT and business solutions using Project Management/Agile methodologies. Expertise in full system development life cycle processes with strong leadership and technical skills. Managed diverse project teams and provided successful delivery of business solutions by focusing on communication and stakeholder management. With an organized and enthusiastic approach in all project implementations, optimized workflows for end customers, resulting in enhanced customer satisfaction and efficient product delivery.

EXPERIENCE

TECHNICAL PRODUCT OWNER

Express Scripts, a Cigna Company, Tampa, FL / April 2018 – June 2019

- Collaborated with disparate stakeholder groups to identify, understand, and capture the functional needs of product stakeholders and define non-functional requirements
- Communicated business needs, writing definition-of-ready user stories, and incorporated architectural changes recommended by engineering
- Owned the technical product roadmap and maintained a groomed backlog for business stakeholder priorities, ensuring the greatest value is delivered soonest
- Leveraged agility tools and implemented strategies to optimize team performance and achieve overall department objectives (e.g. manage story aging, manage WIP, epic size/throughput, etc.)
- Led the team demos of completed work to product stakeholders and gathered business feedback
- Identified and monitored tech product health metrics (e.g. KPIs, defect trends, compliance and security, technical debt) to ensure overall better project outcomes

PROJECT MANAGER

DataLink Software (Service Fund Solutions), Tampa, FL / January 2015 – December 2017

- Managed the relationship of the company's largest client and facilitated communication between Business, IT, and project team members
- Organized and lead weekly [sprint] meetings to collaboratively deliver working software and resolve other service-related requests for technical assistance from business stakeholders
- Delivered projects that increase business capabilities, enhance bottom line results, and ensure compliance
- Provided IT status updates and assisted with project barriers or issues
- Assisted in the training and implementation of EMR/EHR software for medical centers/offices throughout the United States
- Established better workflow for offices transitioning from paper charts to our EMR system
- Knowledge of ICD9, ICD10, CPT, HIPAA, HEDIS, Medicare-Medicaid, Medical workflow both Clinical and Clerical, current rules and regulations for medical EMR/EHR software

BUSINESS DEVELOPMENT ASSOCIATE

CoAdvantage, Tampa, FL / August 2014 – January 2015

- Engaged in client development activities; sourcing, initial client qualification, identifying potential end users/decision makers, establishing contact relationships, completing company and department profiles, candidate marketing, and identifying cross-selling opportunities
- Called prospective or existing clients to obtain and/or close agreements for services
- Kept abreast of market dynamics and trends and forecasted client demands
- Determined and implemented appropriate marketing techniques (e.g. e-collateral campaigns)