

Faraz Uddin

Product Owner | Business Analyst

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Professional Summary

Driven by a passion for translating vision into reality, I seek a role where I can blend my Agile/Scrum expertise, analytical insight, and strong communication skills. Whether as a Product Owner, Scrum Master, or Business Systems Analyst, I thrive in collaborative environments, bridging the gap between business needs and technical solutions. My goal is to empower teams, refine user experiences, and deliver high-impact solutions that exceed expectations and make a difference.

Education

George Mason University

B.S. Information Systems & Operations Management

Fairfax, VA

2008 - 2012

Professional Certification

Certified Scrum Master (CSM) with Scrum Alliance

July 2020

Professional Experience

TIAA

Product Owner/ Business Analyst Lead

Charlotte, NC

June 2022 - June 2024

TIAA is a Fortune 100 Financial services organization that is the leading provider of financial services in the academic, research, medical, cultural and governmental fields. TIAA serves over 5 million active and retired employees participating at more than 15,000 institutions and has \$1 trillion in combined assets under management with holdings in more than 50 countries.

High Level Job Summary: For TIAA I worked with two Agile Scrum teams that required understanding of highly complex business applications, workflows, and business rules.

- **Team 1, Markit on Demand (MOD):** Agile Scrum team that manages investment performance applications across multiple channels. The MOD apps include screener tools, over 9000 fund profile pages, and brokerage applications.
- **Team 2, PlanFocus:** Agile Scrum team optimizing PlanFocus application for our institutional clients. This dynamic platform enables plan sponsors and

consultants to gain deeper insights, make data-driven decisions, and ultimately secure a brighter financial future for their participants.

- Collaborated cross-functionally to prioritize the product backlog in an Agile Scrum environment, utilizing data-driven insights and stakeholder feedback to write complex user stories.
- Performed comprehensive testing of application APIs using our proprietary jump page tool for both User Acceptance Testing (UAT) and Production (PROD) checkouts. These APIs integrated seamlessly across various application channels.
- Led Agile ceremonies (sprint planning, daily standups, retrospectives) to ensure efficient backlog management, continuous improvement, and team alignment.
- Leveraged JIRA and Confluence to drive user-centric product development, fostering collaboration and ownership across teams.
- Conducted daily standup calls with vendor business partners to foster strong vendor collaboration, tackling epics and stories with agile planning, grooming, and testing.
- Implemented robust UAT and production checkouts after every release and sprint cycle, guaranteeing seamless updates across all channels.
- Reviewed and triaged incidents and blockers effectively, minimizing disruptions and driving swift resolutions.
- Led PI planning working sessions with the scrum team in a scaled agile environment (SAFe) .

Environments & Tools: SAFe Agile, Java, SQL, React, Angular, Confluence, JIRA, MS Office, Figma

Bank of America

Charlotte, NC

Scrum Master / Business Systems Analyst

July 2021 - March 2022

Bank of America is an American multinational financial services company. For this role I worked as a Scrum Master/Business Analyst overseeing the Scrum teams that built the platform framework for all applications across the bank.

- Responsible for two Scrum teams FEE (Front-End Engineering) & CORE (Back-End Engineering) with cross-functional developers both on-shore and off-shore.
- Served as Scrum Master/Business Analyst to build platform framework Epics, Stories, Sub-Task, and Spikes for application developers for internal and external applications. End-users for our team were application developers that used our framework to build their LOB applications.
- Facilitated PI Planning readiness by fostering a Continuous Exploration process which drove the synthesis of a Vision, a Roadmap, and Backlogs, and through Pre- and Post-PI Planning meetings.
- Summarized Team PI Objectives into Program PI Objectives and published them for visibility and transparency.
- Tracked the execution of platform features and capabilities.
- Assisted with economic decision-making by facilitating feature and capability estimation by teams and the roll-up to Epics.
- Helped manage risks, dependencies, and escalated and tracked impediments.
- Provided input on resourcing to address critical bottlenecks.
- Conducted business UAT Test coordination.

Wells Fargo

Business Systems Analyst/Product Designer (UI/UX)

Charlotte, NC

July 2019 - May 2021

Wells Fargo & Company is an American multinational financial services company. For this role, I worked at the eastern headquarters in Charlotte, NC.

- Cross-functional role with job duties that include both analyst and design responsibilities.
- Elicited requirements from stakeholders that included application owners and teams from various lines of businesses.
- Worked with existing design systems to create UI wireframes including both low-fi and hi-fi prototypes with Balsamiq.
- Worked to understand legacy system functionality, processes, and drawbacks in an effort to design new and improved replacement systems, processes, or specific functionality.
- Collaborated with stakeholder groups across the organization to ensure business and technology alignment.
- Proposed solutions by translating the Business Requirement Document (BRD) requirements to Functional Specification Document (FSD) requirements in Application Lifecycle Management (ALM).

- Designed mockups using Balsamiq to give stakeholders a workable prototype for the final designs and solutions.
- Created User Personas, User Flows, Site Maps and Mind Maps to better understand business systems and train new employees.
- Worked with stakeholders and cross-functional teams to transition groups from Waterfall to Agile.

Environment: Waterfall, Agile, ALM, Confluence, JIRA, Balsamiq, Java, MS Office, MS Visio, SQL

Bloomberg L.P.
Business Analyst

Arlington, VA
Feb 2015 - July 2019

Bloomberg L.P. is a privately held financial, software, data, and media company headquartered in Midtown Manhattan, New York City. This role was at a subsidiary of BLP, Bloomberg BNA, in Arlington, VA.

- Played a critical role in moving from a legacy business system to SAP. The SAP project required defining user stories, addressing gaps in workflows and systems, refining and updating business policies, and then building, testing, and delivering a world-class business system.
- Experience with SaaS migrations projects working with internal applications, Salesforce, global payment systems, and order processing systems.
- Played the role of a UX/UI designer and designed wireframes, user flows, and tested internal business system applications with end-users. Researched user pain points and provided feedback to developers.
- Improved existing business workflows to automate manual processes using advanced MS Excel techniques and SQL queries.
- Worked extensively with internal business systems and Salesforce systems for reports and analysis.
- Successfully implemented a project that utilized complex SQL queries and advanced Excel techniques, that saved the company over 500 work hours in under the allotted time frame.

Environment: Waterfall, Agile, Salesforce, Confluence, JIRA, Java, MS Office, MS Visio, SQL, MS Access, Sketch

APWU
Business Analyst

Washington D.C.
May 2014 - Jan 2015

The American Postal Workers Union is a labor union in the United States. It represents over 200,000 employees and retirees of the United States.

- Transitioned the company from a legacy system to a new scheduling system.
- Gathered requirements, designed, tested, and trained end-users.
- Worked with MS Excel and SQL queries as needed for reports.

Right Start Consulting

Business Analyst

Vienna, VA

Sep 2013 - Feb 2014

Right Start Consulting is a small consulting group in Northern Virginia.

This was a role that had elements of an operations business analyst and technical business analyst.

- Gathered requirements, designed process flows, and conducted testing.
- Developed websites in WordPress.
- Worked with MS Excel and SQL queries as needed for reports.