

# Faraz Uddin

## Product Owner

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### Professional Summary

12+ years of experience in Information Business Systems, I have a proven track record of delivering innovative software solutions for organizations ranging from startups to Fortune 100 companies. Passionate about building cutting-edge web and mobile applications, I thrive on creating digital solutions that drive meaningful impact.

As a versatile Agile/Scrum practitioner, I excel in roles such as Product Owner, Scrum Master, and Business Systems Analyst, seamlessly bridging the gap between business and technology.

### 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

#### **Bank of America**

*Product Owner*

**Charlotte, NC**

Nov 2024 - April 2025

*Bank of America is an American multinational financial services company. For this role I worked as a Scaled Agile Product Owner within the Commercial Fraud team, I managed and prioritized the product backlog, collaborated with cross-functional teams, and drove the delivery of fraud prevention capabilities within a SAFe (Scaled Agile Framework) framework.*

- Led the product roadmap and backlog for the GFD (Global Fraud Director) Orchestration Application, which integrates payment transactions with the PFD (Payment Fraud Detection - SAS Vendor Application).
- Prioritized and delivered high-impact fraud prevention solutions within a SAFe (Scaled Agile Framework) Agile Release Train (ART), enabling coordinated and efficient delivery of value across multiple agile teams.

- Conducted analysis and grooming to create well-defined epics and user stories, including comprehensive Acceptance Criteria (AC) to ensure shared understanding and facilitate effective PI planning.
- Collaborated with diverse stakeholders, including fraud analysts, product managers, technology teams, and compliance officers, to gather requirements, communicate the product vision, and ensure alignment on fraud prevention strategies for the GFD Application.
- Proactively resolved incidents and cybersecurity threats impacting GFD and PFD to ensure system stability and minimize disruption.
- Maintained strict compliance with regulatory mandates, internal risk policies, and industry standards.

## **TIAA**

*Product Owner/ Business Analyst Lead*

**Charlotte, NC**

June 2022 - Nov 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. This required a deep understanding of highly complex business applications, data workflows, and business rules for both digital web and mobile products. The products managed were consumer-facing, large-scale, highly complex B2B/B2C applications.

- **Agile 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.
- **Agile Team 2, PlanFocus:** Scaled Agile (SAFe) Scrum team optimizing the PlanFocus application for institutional clients such as Harvard. This dynamic platform empowers retirement plan sponsors and consultants to gain deeper insights and make data-driven decisions.
- Created Business Requirements Documents (BRDs) for projects as needed to capture high level functionality and scope.

- 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 product 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: Scaled agile framework (SAFe) Agile, Java, SQL, React, Angular, Confluence, JIRA, MS Office, Figma

## **Bank of America**

*Scrum Master / Business Systems Analyst*

**Charlotte, NC**

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.*

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