

Leighcie Gregg

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Professional Summary

Accomplished Product Manager with over 10 years of experience in B2B/enterprise product roles in the finance, legal, and insurance industries. Proven track record in enhancing system capabilities, driving process improvements, and delivering customer-centric solutions. Adept at managing complex technical projects, ensuring regulatory compliance, and fostering cross-functional collaboration.

Skills

- **Product Management:** Agile methodologies, backlog prioritization, sprint planning, program increment planning
- **Technical Skills:** Data Analysis (SQL, Power BI, Google Analytics), cloud-based architecture (AWS, Java, Spring Boot), regulatory compliance (mortgage, healthcare)
- **Collaboration Tools:** Jira, Confluence, Miro, Trello, Figma
- **Implementation & Training:** System migrations, customer onboarding, training and development
- **Soft Skills:** Communication, problem-solving, strategic thinking, teamwork, adaptability

Experience

Product Owner - Connect for Health Colorado

June 2021 - Dec 2023

- Led the implementation of customer information verification with the CMS federal Data Services Hub
- Led replacement of legacy systems with cloud-based microservices architecture (AWS, Java, Spring Boot)
- Collaborated with agile teams to reduce renewals processing downtime from 8 days to 18 hours
- Partnered with customers, product, business, UX, and engineering to set and drive product strategy and vision
- Developed and executed a prioritized product roadmap for health insurance affordability applications prioritized by user needs and research, business objectives, and legislative and regulatory requirements
- Led a diverse team of engineers, technical quality assurance analysts, and business analysts to execute the product roadmap effectively in each increment
- Ensured high-performing team velocity through effective leadership, coaching, and resource allocation

- Coordinated dependencies, risks, and releases with seven other teams, fostering cross-functional collaboration and alignment to meet project milestones and deliverables

Product Manager - MetaSource

June 2018 - May 2021

- Enhanced system processing to handle increased client load, boosting monthly records from 4M to 11M
- Led database conversion from Postgres to MS SQL post-acquisition
- Conducted product discovery and customer research, generating 4,000 new leads with a 5% conversion rate
- Customized implementation measures to ensure minimal disruption to client operations

Business Analyst - JND Legal Administration

June 2017 - June 2018

- Improved weekly forecast analysis and developed ad-hoc reports for decision-making
- Ensured data accuracy through quality assurance processes
- Recommended process improvements to mitigate operational and financial risks
- Managed and organized Access databases for client and settlement data

Product Owner - Titan Lenders Corp/MetaSource

Feb 2013 - June 2017

- Led software system deprecation and implementation projects, including data migration and training
- Trained internal machine learning document recognition systems, achieving 92% OCR success rate.
- Mapped business processes to identify and implement improvements, leading to efficiency gains and cost savings
- Launched Mintrak®2, a SaaS data reconciliation and remediation platform for servicers and sub-servicers to meet industry regulatory requirements
- Developed and brought to market DRMS QC™ and DRMS Pro™ systems to statistically sample client file documents, perform data comparisons for completeness and accuracy using dashboards, rules, and checklists
- Conducted extensive market research, competitive analysis, and gathered customer feedback to inform future product decisions, leading to the development of Mintrak®2, DRMS QC™, DRMS Pro™, and OCR solutions

Certifications

- SAFe 6.0 Product Owner/Product Manager, Scaled Agile, 2023
- Advanced Certified Scrum Product Owner, Scrum Alliance, 2022
- Certified Scrum Product Owner, Scrum Alliance, 2021
- Certified Six Sigma Black Belt, 2020
- Notary Public, State of Colorado, 2012

Community Involvement

- Destination Imagination Coach: Led a team of students in creative problem-solving challenges, fostering teamwork and innovation. Guided teams to achieve high honors, including making it to the global finals in Kansas City, KS.