James Johnston

Senior Product Specialist

London, UK

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PROFILE

- 8+ years of multi-faceted product management, consulting, business analysis, and IT delivery experience
- Extensive experience defining products and leading product delivery teams from discovery / ideation to road mapping, development, and iteration
- Experience defining best practices and process for requirements gathering / elicitation, client and executive presentation delivery, stakeholder management, estimation, reporting and business flows
- Disciplined, knowledgeable leader of remote and local teams, experienced in Agile along with a wide range of other frameworks, and development life cycles
- Technical skills: SQL and basic Python

James has extensive experience leading business analysis, defining products and leading product delivery teams from discovery/ideation to road mapping, agile development, and iteration.

He specialises in the discovery/ideation process. James works with client executives and subject matter experts to analyse the current state, business objectives, and use cases to define and build intuitive mobile apps, as well as backend and frontend solutions that align to the business objectives.

James has experience as a Senior Product Owner and Senior Product Manager. Managing and defining requirements and use cases, he leads teams of solution architects, developers, designers, and product owners to deliver those solutions and ensure its alignment to the business objectives.

EXPERIENCE

Sr. Product Manager

Publicis Sapient | 2022 - Present

- Started with Publicis Sapient

Sr. Product Owner

Synetec | 2021 - 2022

- Lead and defined the bespoke software development discovery process for clients' products in a wide range of industries and technologies
- Lead and grew teams of Solution Architects, Developers, Designers and Product Owners for customer's discovery, bespoke software development, and internal SaaS projects
- Lead the ideation / discovery, development, and launch of a new SaaS product
- Defined vision, roadmap, processes, and strategy for a new SaaS product
- Established processes and business flows for new engagements, scoping, and estimation via discovery

Business Analyst – IT Delivery (Product)

Bell | 2019 – 2021

- Lead teams of Business Analysts on a wide range of projects and products using both Agile and Waterfall frameworks
- Elicitation and requirements gathering, resulting in business and system requirements documentation
- Lead Testing and defect triage, including testing support, and execution
- Ad-Hock Report Development and Visualizations (SQL, Excel, Basic Python)
- Developed and introduced new Business Analysis practices, processes, and documentation frameworks

Business Consultant / IT Specialist (Product)

IBM | 2018

- Developed, built & implemented solutions using IBM's Rational Software Suite (QA & Software Testing Suite)
- Elicitation and requirements gathering for dashboards, documentation & executive level presentation building
- Release management, tracking and reporting
- Established and documented release management reporting procedures
- Utilized agile delivery framework, working on wide array of projects

Jr. Business Analyst

Emera (NSPI) | 2017 – 2018

- Worked on Nova Scotia Power emPower ERP go-live project
- Conducted Master Data Management (MDM), analysis and manipulation in Oracle EBS and SparesFinder along with other applications
- Built system documentation and stakeholder reporting
- Query & Data loading file creation
- ServiceNow ticketing

Jr. Business Analyst

Rexquist | 2013 – 2017

- Works on PeopleSoft Financials and SCM implementation
- Lead One-on-one resource orientation and training
- Triaged ERP support team ticketing and conducted IR/defect analysis, tracking, and report creation
- Developed solutions & delegated service requests
- Conducted use case software testing

Certification & Achievement Highlights

PMI – PBA
Professional in Business Analysis – PMI

CAPM
Certified Associate in Project Management – PMI

SAFe Scrum Master
Scaled Agile – SAFe 5 Certified Scrum Master

Education

MBA – Candidate Aug 2023
Quantic School of Business and Technology

Bachelor of Commerce – Information Systems Specialization
Dalhousie University