

# Catherine Gail T. Melosantos

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## Professional Summary

Results-driven Product Owner with over 7 years of experience in product management, system delivery, and data-driven solutions across aviation, cargo, and retail technology domains. Proven expertise in leading product roadmaps, backlog prioritization, and cross-functional collaboration to enhance system performance and usability. Skilled in Tableau, Python, Google BigQuery, and PowerBI for data analysis and insights.

## Skills & Expertise

- Product Ownership & Roadmap Management
- Backlog Prioritization & Agile Delivery
- User Acceptance Testing & Quality Assurance
- Data Analysis & Business Intelligence
- Stakeholder Management & Collaboration
- Process Optimization & Workflow Automation
- Strong Analytical & Problem-Solving Skills

## Certifications

- Certified SAFe 5 Product Owner/Product Manager – Scaled Agile (2025)
- Certified SAFe 5 Practitioner – Scaled Agile (2023)
- Certified Agile Project Manager – IAPM (2019)

## Professional Experience

### Senior Business Analyst | Chalhoub Group | Dubai, UAE | 10/2022 – Present

- Act as a Technical Product Owner for e-commerce, order management, and analytics platforms, delivering enhancements, bug fixes, and new releases aligned with business goals.
- Manage product backlogs, defined user stories and acceptance criteria, and prioritized features to optimize system performance and user experience.
- Lead user acceptance testing, defining test scenarios and managing UAT execution for system upgrades and new features.
- Develop data models and dashboards using Google BigQuery and Looker, performing data quality checks to ensure accuracy and enabling data-driven decision-making and revenue optimization.
- Collaborate with cross-functional teams to align business requirements with product capabilities, ensuring smooth adoption and continuous improvement.
- Define and monitor KPIs to measure product performance and usability, implementing enhancements based on data insights.

### Technical Business Analyst | Chalhoub Group | Dubai, UAE | 11/2019 – 10/2022

- Acted as a solution architect, partnering with stakeholders to define product and systems vision, ensuring seamless integration with existing platforms and operational workflows.
- Managed end-to-end implementation of an Order Management System (OMS) across multiple brands – from ideation, requirement gathering, solution design, implementation planning, to successful deployment.
- Facilitated change management activities, including user training, process documentation, and stakeholder communication plans to ensure adoption and business readiness.
- Provided in-depth business and technical analysis, enabling better decision-making and process improvements.

### Junior Product Owner | Emirates Group (dnata Cargo) | Dubai, UAE | 12/2017 – 10/2019

- Delivered enhancements and new releases for dnata Cargo Systems, aligning business requirements with system capabilities to optimize warehouse operations.
- Collaborated with Dubai Customs and dnata Cargo teams to integrate Advance Cargo Information (ACI) systems, facilitating and expediting the movement of goods through compliance automation.
- Managed the implementation of an appointment system to screen import and export documentation, improving foothold management and operational efficiency at cargo warehouses.
- Implemented mobile solutions for cargo warehouse operations, enabling real-time data entry and reducing turnaround times for cargo handling activities.

### Software Engineer | Emirates Group | Dubai, UAE | 11/2014 – 12/2017

- Developed and implemented scalable Java-based applications integrated with dnata Cargo Systems, supporting cargo operations, tracking, and billing solutions.
- Developed data analysis and reporting dashboards using PowerBI, driving operations research and improving visibility of cargo performance metrics and operational KPIs.
- Conducted code reviews, testing, and debugging, ensuring optimal system performance.

## Education

Bachelor of Science in Computer Science & Information Technology

📍 Asia Pacific College, Philippines