

NIÑA BERNARDO

Senior Business Analyst | Product Owner

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Senior Business Analyst / Product Owner with 10+ years of experience delivering SaaS and enterprise technology solutions across Agile environments. Skilled in translating complex business needs into clear requirements, user stories, acceptance criteria, and scalable product solutions. Experienced in stakeholder facilitation, backlog management, UAT, process improvement, and cross-functional delivery across business, Product, Engineering, and QA teams. Certified Scrum Product Owner (CSPO) with experience supporting US, Canadian, and Australian organizations.

PROFESSIONAL EXPERIENCE

NELNET PHILIPPINES INC.

Senior Business Analyst | Dec 2025 – Present

Project/s: FACTS Learning

- Translated complex business requirements into development-ready user stories, acceptance criteria, process flows, and supporting documentation for quarterly LMS releases.
- Partnered with Product, Engineering, QA, and business stakeholders to refine requirements, identify dependencies and edge cases, and maintain backlog readiness.
- Facilitated stakeholder workshops, backlog refinement, sprint reviews, demos, and UAT sessions, improving cross-functional alignment and reducing late-stage requirement changes.
- Introduced AI-assisted business analysis practices using Claude to accelerate requirements analysis, story development, acceptance criteria creation, and documentation.

SCUDL

Business Analyst (Contract) | May 2025 – April 2026

Project/s: Australian Red Cross Business Engagement Initiatives

- Partnered with business stakeholders to elicit, analyse, and document requirements for business and technology initiatives.
- Developed current-state and future-state process documentation, assessed solution feasibility, and supported business cases and project delivery activities.
- Coordinated requirements across business and technology stakeholders, maintaining traceability and alignment throughout delivery.
- Supported UAT, change and release activities, solution handover, and post-implementation reporting.

PROPERTY VISTA

Senior Business Analyst / Product Owner | Jul 2022 – May 2025

Project/s: Property Vista CRM | Vida AI

- Led requirements analysis and product delivery for Property Vista CRM and Vida AI, translating business needs into AI-powered capabilities supporting customer engagement, leasing workflows, and operational efficiency.
- Owned requirements from discovery through delivery, translating customer and stakeholder needs into user flows, functional requirements, user stories, acceptance criteria, and prioritized backlog items.

- Partnered with Product Management, Engineering, UX, and QA to evaluate solution options, identify dependencies and edge cases, and deliver scalable platform enhancements.
- Led backlog refinement, UAT, stakeholder demos, and release planning while balancing customer needs, technical constraints, and product priorities.
- Synthesized customer feedback and operational pain points into prioritized product enhancements and recommendations.

REALPAGE, INC.

Business Analyst / Product Owner | Nov 2016 – Dec 2021

Project/s: OneSite Property Management (Conventional, Affordable, Tax-Credit, Military Housing, Student Living, Senior Living)

- Led requirements analysis and delivery of enterprise SaaS enhancements across multiple property management verticals within the OneSite platform.
- Elicited and translated business and customer requirements into functional requirements, user stories, acceptance criteria, workflows, and development-ready specifications.
- Managed backlog prioritization and refinement while coordinating dependencies and delivery across Product, Engineering, QA, Client Success, and Support.
- Led UI/UX standardization initiatives across OneSite, improving consistency and usability across complex property management workflows.
- Supported solution validation, UAT, stakeholder reviews, and release readiness throughout the product lifecycle.

CORE COMPETENCIES

Business Analysis • Requirements Elicitation • User Stories & Acceptance Criteria • Process Mapping • Requirements Traceability • Stakeholder Management • Workshop Facilitation • UAT • Product Ownership • Backlog Management • Feature Prioritization • Agile/Scrum • Release Planning • Process Improvement • Cross-functional Delivery

CERTIFICATIONS

- Certified Scrum Product Owner (CSPO), 2022

EDUCATION

Bachelor of Science in Information Technology
Technological Institute of the Philippines
2010-2014