Laura E. Russo

Metro-Boston Area

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Summary: Resourceful and innovative Analyst, empowering organizations to find the most efficient and profitable solutions to attain their goals. Always curious about data, leveraging knowledge for the benefit of organizations and individuals. Excellent communicator who thrives on the currency created by positive interpersonal relationships, driving projects forward.

Skills

Analysis: Business Analysis, Business Process Analysis, Root Cause Analysis, Data Analysis, Data Modeling, Data Visualization, Financial Analysis, Google Suite (including Google Sheets), Real Estate Analysis

Data: Advanced SQL for Oracle, DB2, Snowflake (Azure Cloud) BigQuery, Query Optimization, Swagger, (OpenAPI), Azure Cloud

Microsoft Office Suite: Word, Excel, PowerPoint

SDLC: Agile, Confluence, Jira, , JQL, Waterfall

Soft Skills: Excellent verbal and written communicator, strong interpersonal relationship builder, good organizational skills, able to effectively manage multiple priorities

Design and Visualization Tools: R, R Studio, Adobe Creative Suite, Adobe Illustrator, Adobe Photoshop, Adobe XD, CSS, Figma, HTML, Sketch, Tableau, UI Design, UX

Work Experience

Product Design, UX, Functional Design (Data Quality Product)   Nov 2021 to March 2025
State Street – Boston, MA

· Designed Risk Analytics dashboard for Data Quality product, including multiple graphic visualizations depicting data anomaly metrics across teams, geographical regions and upstream data sources
· Create wireframes for financial Data Quality platform based on Personas and User Journeys to inform development process
· Assist 27 Operations teams with onboarding to new Data Quality product in 2.5 years
· Act as liaison between business and technical teams, requirements gathering and documenting use cases: contribute to QA test cases and test plan (including regression)
· Led cross-regional stakeholder engagement to align on product enhancement goals, delivery schedules, and technical implementation
· Collaborate with API, platform and UI developers to integrate software enhancements in a timely manner
· Consult with business teams ensure SQL accuracy and that any gaps in functionality are addressed
· Ensure that UX and UI functionality are efficient, consistent with the existing Design System paradigm, and provide an excellent experience for the user

Release Management (DataGX Product)   August 2019 to February 2022
State Street – Quincy, MA

· Prepare detailed Deployment Plan for releases with an average count of 300 Stories, and review with stakeholders to determine the sequence of release events as well as task ownership for each team
· Ensure adequate staffing for each release was in place by working with a scaled Agile Project Management team consisting of 9 sub-teams, distributed internationally
· Host calls to confirm that technical as well as business checkout requirements have been met
· Log and analyze deployment issues to identify gaps in release process and recommend procedural changes
· Monitor each release throughout the weekend to follow code migration and testing to completion for 3 major geographical regions
· Ensure that Release Tasks are executed in a timely manner, and escalate issues to the appropriate team
· Obtain required signoffs from QA, client-facing teams and management for all global regions

DataGX Product Delivery, Release Management   March 2017 to August 2019
State Street – Quincy, MA

· Manage Agile Stories (300 avg.) submitted for DataGX platform code enhancements and coordinate releases
· Regularly lead calls with members from cross-functional teams: Development, QA,
· Business System Analysis and Deployment teams to review open Stories and determine readiness for release.
· Check that audit trail requirements have been met for unit testing and approve or deny code moves based upon findings.
· Ensure that all Release Tollgate owners submit artifacts on a timely basis and that each required tollgate is approved prior to deadline.
· Work with internal team members on Stories submitted for the enhancement of ESP (DataGX platform).

Business Analyst (Compliance Risk Management)   September 2015 to March 2017
State Street – Boston, MA

· Measure and report progress in corporate compliance for RDARR and Data Governance to meet Basel Committee on Banking Supervision (BCBS 239) regulatory requirements, resulting in 100% compliance for one of the company's major reporting streams
· Contribute to functional and schema design for proprietary software built to gauge corporate progress in adherence to government regulations
· Mine data gathered from business units globally, then organize and inventory results to create report topology
· Prepared detailed reports and visualizations to inform executive-level decisions, modeling of regulatory compliance, business performance and due diligence in report development
· Create Instructional Design tutorial (Storyline) as a self-service tool for process owners to facilitate and expedite data aggregation for internal reports
· Communications to Data Process Owners regarding BCBS 239 program and RDARR (Risk Data Aggregation and Risk Reporting) regulatory updates
· Create collateral material and manage content for SharePoint intranet sites

Content Manager - Intranet Education   December 2011 to September 2015
State Street – Quincy, MA

Business Analyst - Security Project Management   June 2008 to September 2013
State Street – Quincy, MA

QA Analyst - Automated Testing   November 2006 to June 2008
CitiStreet – Quincy, MA

Systems Analyst - Production Operations   October 2002 to November 2006
CitiStreet – Qincy, MA

Sr. Business Systems Analyst - Oracle and Web Apps   December 1999 to October 2002
Citi Street – Quincy, MA

Certifications & Courses

Google Data Analytics Professional Certificate   September, 2025
Google / Coursera

ARGUS Developer: eLearning Beginner Package   July, 2025
Self-guided course via Altus Learning/PeopleFluent.net

Real Estate Analysis Foundations   April, 2025
Symon He via LinkedIn Learning

Real Estate Analytics   March, 2025
WealthFit via LinkedIn Learning

Python Data Structures   April, 2020
University of Michigan / Coursera

Getting Started with Python   March, 2020
University of Michigan / Coursera

Education

Bachelor of Arts (B.A.) in Business Administration
Eastern Nazarene College - Quincy, MA

Associate of Science (A.S.) in Accounting
SUNY Westchester - Valhalla, NY

Community Involvement

Volunteer, At-Risk Children   2012 to Present

Organization: Italian Home for Children

- Work with directly with children on art projects, arrange parties and other fun activities and events at IHC

Steering Committee   2011 to 2019

Organization: State Street Italian-American Professionals Alliance (ERG)

- Expanded group's outreach to all State Street employees globally
    - Increased membership by 47%
    - Established a connection with the Consulate General of Italy in Boston

Web Designer   2010 to 2011

Organization: Common Impact

- Pro Bono work using web design and UX skills to build two web sites for WriteBoston (2010) and MAHA (2011)

Volunteer, Broad Meadows Middle School   2004 to 2007

Organization: Save Our Salem

- Project to keep the US Navy's Heavy Cruiser CA-139 docked at the Fore River Bridge in Quincy

Information Desk, Concert Usher, "Ask Me" Volunteer   2002 to 2007

Isabella Stewart Gardner Museum

- Answer museum visitors' question, assist with seating concert attendees

Adult Literacy Tutor: 1995 to 1998

Organization: Literacy Volunteers of America

Links

LinkedIn Profile

Nexxt Profile

lerusso.com