

Joshua Rafuse

Master Data Quality Manager with proven successful MedTech-industry experience and a passion for process improvement, multi-domain data quality, and achieving deliverables with speed and efficiency.

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CORE VALUES

- o Collaboration
- o Return on Investment (ROI)
- o Efficiency

CAPABILITIES

- o Jira
- o Informatica Suite
- o Oracle SQL
- o SAP
- o JDEdwards EOne
- o Power BI
- o Microsoft Office
- o Planview

SOFT SKILLS

- o Backlog Management
- o Master Data Management
 - Quality
 - Governance
 - Strategy
- o Use Case Development
- o Process Improvement
- o Project Documentation
- o Stakeholder Management
- o Global Collaboration
- o Resource Training
- o Data Analytics
- o User Acceptance Testing

EXPERIENCE

Data Quality Manager

Medtronic / Remote / May 2024 – Present

- Lead cross-functional Data Quality Taskforce charged with centralizing and standardizing data quality across the organization to gain efficiency and implement critical technologies to support the company's mission.
- Delivered foundational Data Quality dashboard as a launchpad for end-to-end Data Quality strategy focused on Pain Point and Governance Data Quality checks, regular and ad hoc KPIs and metrics at both system and database levels, calculated Cost of Poor Data Quality, and use of AI and hyperautomation for anomaly detection and reconciliation efficiency that includes an approval process for Key Data Elements.
- Singlehandedly launched and manage Global Customer Master data reconciliation initiative, including developing foundational code, outlining approval and implementation processes, and creating a near real-time dashboard showcasing detailed in-review status as well as forecasted ROI and ROI-to-date at no cost to the business, and with an annual calculated Phase 1 US savings of \$275,000.
- Implementing self-conceptualized Master Data Governance and Quality hub, termed "MDM360", encompassing all data domains which provides transparent and trusted views from domain, region, Operating Unit, and functional lenses based on a predefined visualization landscape with a user Policy Guide to ensure maximum value for users.
- Redefined the department's communication strategy and delivery with EVP recognition of avenues, format, and highlighting of measurable department successes previously unidentified due to limited delivery plan.
- Participate in workforce planning to ensure adequate resourcing to deliver high-quality dashboards and reports focused on Data Quality across the department.
- Developed roadshow documents showcasing clearly and simply how Data Quality is impacted by and impacts other aspects of Master Data Management, such as Strategy, Governance, Operations, and Data Product development in order to conduct roadshows to better inform users of our overall value.
- Support development of Global Data Governance principles and oversight.
- Mentor and coach all department resources supporting Data Quality via one-on-one career and training sessions.

Senior Principal IT Product Manager

Medtronic / Remote / July 2022 – April 2024

- Oversaw project management for the Customer Master Data domain backlog as outlined by Agile methodology.
- Conducted data analysis and reporting on deliverables related to product backlog.
- Worked with global stakeholders to problem-solve for various subject matters across multiple data domains.
- Supported development of Global Data Governance principles and oversight.
- Mentored and coached Customer Master Data domain resources via one-on-one meetings.
- Created data dictionary for Customer data, including technical and business information, as well as RASCI ownership information to support maturing the governance strategy.
- Hosted self-developed training program for international IT resources spanning various regions and roles.
- Guided Customer Master domain resources on programs for North America, Latin America, and Europe regions.
- Oversaw development of KPI and metrics dashboard related to data quality.

Principal IT Business Systems Analyst

Medtronic / Mounds View, MN / December 2020 – June 2022

- Responsible for all deliverables related to validation, compliance, and requirements on major projects following the Medtronic System Compliance Methodology (MSCM).
- Appointed by Senior Leadership to serve as department representative to BA Community of Practice.
- Developed dashboards and reports to pressure test operational and master data quality for multiple projects.
- Trained new BAs, utilizing years of experience with MSCM.

Senior IT Business Systems Analyst

Medtronic / Mounds View, MN / July 2018 – December 2020

- Point of contact on project documentation for high-profile data projects, including scoping, validation, requirements, and testing.
- Customer matching lead for major integrations to ensure minimal impact to the business.
- Ran cross-functional sessions to identify business needs and develop Data Conversion Documentation.

IT Business Systems Analyst

Medtronic / Remote / April 2016 – July 2018

- Led customer matching efforts for major US integration project.
- Oversaw mass inactivation of customer records leading up to retirement of acquired company's ERP system.
- Managed and maintained the research and development of Global Trade Identification Number (GTIN) data for multi-region integration, including US, Latin America, Europe, and Asia Pacific.
- Provided leadership and guidance on customer recon testing for integration programs.

Data Governor

Medtronic / Mansfield, MA / July 2015 – April 2016

- Managed Product and Customer Master Data Management efforts.
- Reviewed data for anomalies, conducted root-cause analysis on identified issues, and completed issue resolution.
- Bridged communication between Master Data and stakeholders.
- Developed training program for new hires.

Data Steward

Medtronic / Mansfield, MA / March 2013 – July 2015

- Measurement Systems Performance Improvement (MSPI) Lean Daily Management (LDM) certified.
- Trained and managed offshore team on Customer Master Data processes.
- Completed day-to-day customer and product data tasks in ERP system.
- Wrote SOPs on department processes and systems.
- Assisted in the integration of the respiratory business, including the development of a commercial reporting identifier.

Data Integrity Administrator

Medtronic/Kelly Services / Mansfield, MA / July 2011 – March 2013

- Managed and trained 17 contractors on JD Edwards EnterpriseOne ERP system and Microsoft Office tools.
- Maintained customer account integrity by identifying and cleansing duplicate records.
- Performed record creation, record maintenance and customer matching.
- Ran queries in Microsoft Access to reduce waste in record clean-up.

Web Content Editor

Internet Broadcasting/WFSB.com / Rocky Hill, CT / June 2008 – August 2009

- Wrote and edited 25 to 30 articles per day based on reporters' scripts, desk notes and Associated Press content.
- Cut and uploaded 10 to 20 videos per day based on reporters' packages and other segments.
- Created five to eight slideshows per week.
- Managed the placement of national content, including articles, videos and slideshows.
- Sent alerts for breaking news, nearly always beating competitors.
- Assisted in creating and maintaining the station's Facebook and Twitter pages.

Copy Editor

MediaNews Group / Devens, MA / October 2005 – June 2008

- Served as acting Managing Editor when needed.
- Edited 30 to 50 articles per day for content accuracy, spelling, and grammar.
- Assisted reporters in gathering news.
- Gathered and created community calendars for surrounding towns.
- Paginated 10 to 20 pages per week.

EDUCATION

Bachelor of Arts / Communications

Minors: Marketing, Advertising
New England College, Henniker, NH
2001 – 2005
GPA: 3.78, Magna Cum Laude

CERTIFICATIONS / AWARDS / RECOGNITIONS

2023	Global Commercial and Customer Excellence Award
2020-Present	Certified Scrum Product Owner (CSPO), <i>Scrum Alliance</i>
2014	Top Achiever Award, <i>Medtronic</i>
2009	Best Web Site, <i>Connecticut Associated Press</i>
2009	General Excellence Honorable Mention, <i>Connecticut Society of Professional Journalists</i>