

TAINA CABALLERO

845-542-9199 | ta.caballero@outlook.com | Newburgh, New York |

PROFESSIONAL SUMMARY

Product Documentation Analyst with 3+ years of experience supporting IBM Infrastructure products through Engineering Change (EC) management, product lifecycle documentation, and cross-functional release coordination. Experienced analyzing complex product data and maintaining/developing SQL queries and performance reporting. Manages approval workflows and partners with engineering, manufacturing, finance, and supply chain teams to ensure accurate product releases. Strong analytical mindset with hands-on experience across Cloud, Storage, Power, Z Systems, and Quantum technologies.

WORK EXPERIENCE

Product Documentation Analyst/Release Systems Analyst | *IBM* | Poughkeepsie, NY 2023 – Present

- Evaluate and route 100+ Engineering Changes (ECs) monthly across several different Infrastructure product lines to determine accurate approval routing and release readiness.
- Develop and maintain SQL queries and analytical reports to measure Engineering Change activity, approval cycle performance, and product release metrics to provide actionable insights to engineering, manufacturing, and cross-functional stakeholders.
- Manage approval workflows for ECs by partnering with engineering, development, manufacturing, supply chain and product teams to resolve EC content issues and meet release requirements and deadlines.
- Leverage multiple Product Lifecycle Management systems and database integrations to gather, validate, and analyze product data and approval metrics to support EC releases while maintaining a 99% timely review rate.
- Lead and develop documentation and workflow improvement initiatives to optimize process efficiency and accessibility for Product Lifecycle Management systems currently used and during Engineering Change Release Management program transitions.

New Collar Bridge Extern | *IBM* | Poughkeepsie, NY 2022 - 2023

- Actively participated in structured professional and technical training in the following subjects: Data Science & Cybersecurity
- Developed technical and professional skill sets through assigned learning modules to contribute to an End-of-Program capstone project.

Order Entry Clerk | *Selux Corporation* | Highland, NY 2022

- Processed and managed all customer orders into the MRP system detailing item revisions, releases, confirmations, and field work.
- Reviewed data inputs to ensure accuracy of order entries leading up to item production, manufacturing, and delivery.

EDUCATION

B.S. | Digital Forensics | *SUNY Albany* 2021

A.A.S | Cybersecurity | *Orange County Community College* 2018

SKILLS

Technical & Analytics: SQL, Data Analysis, Data Validation, Reporting & Metrics, Microsoft Office

Systems & Operations: Product Lifecycle Management (PLM), Engineering Change (EC) Management, Workflow Analysis, Process Improvement

Domain & Execution: Cross-Functional Collaboration, Technical Documentation, Product Release Coordination, Stakeholder Communication

CERTIFICATIONS

IBM Data Analyst Professional Certificate

IBM Junior Data Analyst Apprenticeship Certificate

Security Analyst Fundamentals Specialization