

Akshita Mary John

Product Owner

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Professional Summary

Product Owner with 3 years of experience driving product strategy and roadmaps for SaaS platforms, translating business and customer needs into actionable features. Skilled in Agile methodologies, improving team velocity by 12% and reducing time-to-market. Expertise in data-driven decision-making, and prioritizing customer feedback.

Skills

- **Product Ownership & Strategy:** Roadmap development, release planning, backlog prioritization, user stories & acceptance criteria, product lifecycle management, A/B testing, API integrations, voice of customer analysis.
- **Agile Project Management:** Scrum, sprint planning, backlog refinement, capacity planning, stakeholder alignment, risk management, cross-functional collaboration, Agile ceremonies.
- **Customer Success & Engagement:** Client onboarding, post-implementation support, feature adoption, CRM, stakeholder communication, upsell, expansion.
- **Data & Analytics:** SQL, Power BI, KPI dashboards, reporting, forecasting, data validation, product insights.
- **Technical Tools:** Jira, Confluence, Asana, MS Project, Miro, Java, Python, JavaScript, CSS.

Experience

Tata Consultancy Services

Mar 2021 – Jul 2023

Product Owner

Mumbai, India

- Owned Roadmap & Release Cycles: Led the product roadmap for a multi-institution admissions SaaS platform serving 20,000+ students across 300 institutions, ensuring alignment with business goals and timely delivery of features.
- Translated Requirements: Converted complex business and customer requirements into user stories, acceptance criteria, and technical workflows for development and QA teams to ensure clarity and efficient implementation.
- Improved Team Alignment: Drove collaboration between development, QA, and architecture teams, streamlining testing processes and reducing deployment delays by 20%.
- Led 50+ Sprints: Organized sprint planning, backlog grooming, and retrospectives, optimizing Agile workflows to improve team velocity by 12% and ensuring on-time delivery of high-quality features.
- Executed A/B Tests: Led A/B testing on key features, improving customer engagement through data-driven insights.
- Utilized Jira, SQL, Power BI: Monitored KPIs, tracked workflows, and identified bottlenecks, improving time-to-market.
- Coordinated Onboarding: Ensured seamless onboarding for new institutions, working with customer success to drive rapid adoption and minimize setup time.

Tata Consultancy Services

Oct 2020 – Mar 2021

System Analyst

Mumbai, India

- Translated Requirements: Gathered and translated technical and business requirements for a national student ranking platform, creating clear specifications and workflows to guide development.
- Conducted Walkthroughs & Reviews: Led requirement walkthroughs and prototype reviews with stakeholders, validating solutions and prioritizing feature enhancements based on feedback.
- Collaborated on Testing & Validation: Worked closely with QA and client teams on testing, validation, and debugging, ensuring smooth and reliable product releases.
- Optimized Data Flow: Identified and addressed inefficiencies in the data flow, improving data accuracy and reducing processing time enhancing system performance.
- Facilitated Cross-Team Communication: Coordinated communication between technical teams, business stakeholders.

Siemens Pvt Ltd

Jun 2018 – Aug 2018

Functional Testing Intern

Mumbai, India

- Executed functional and regression tests for enterprise software modules, identifying critical defects and edge cases.
- Performed end-to-end workflow testing and documented outcomes to improve test coverage and traceability. Supported test data preparation and environment readiness, helping reduce testing delays.
- Worked closely with developers to reproduce and diagnose issues, ensuring timely resolution and improving the overall quality of the software before release.

Projects

- **Product Team Lead – Engineering Management Case Study Simulation (Dec 2024)**
Led a 6-member team from requirements through design, sourcing, QA, and production, reducing simulated project lead time by approximately 15% while managing scope, risks, and budget using a 16-week MS Project plan.
- **Brand Audit – Fossil Watches (Apr 2025)**
Conducted brand audits, competitor benchmarking, and analysis of brand equity pillars to identify perception gaps and proposed digital, pricing, and engagement strategies to strengthen positioning.
- **Machine Learning Model for Sales Forecasting**
Developed a sales forecasting model using Python, Pandas, and scikit-learn, applying feature engineering and hyperparameter tuning to improve forecast accuracy by about 18%, and exposed predictions via a Flask API integrated into a web dashboard.
- **Customer Sentiment Analysis Tool**
Built an NLP-based sentiment analysis tool in Python (NLTK) to analyze customer feedback, integrated with a Django backend for reporting, and deployed on AWS to support near real-time insights at scale.
- **Data Pipeline for E-commerce Analytics**
Designed and implemented an ETL pipeline using PostgreSQL and Apache Airflow to automate data ingestion and transformation, and created Power BI dashboards for customer behavior, sales trends, and inventory metrics.

Education

The University of Texas at Arlington <i>MSc in Engineering Management</i>	Arlington, Texas
NMIMS University <i>BSc in Electronics and Telecommunication Engineering</i>	Mumbai, India

Certifications

- CSPO – Certified Scrum Product Owner.
- IBM AI Product Manager Professional Certificate.