

# Akshita Mary John

Product Owner

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 LinkedIn

 Portfolio

 GitHub

## 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

Product Owner

Mar 2021 – Jul 2023

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

System Analyst

Oct 2020 – Mar 2021

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

Functional Testing Intern

Jun 2018 – Aug 2018

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

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- **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

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**The University of Texas at Arlington**

Arlington, Texas

*MSc in Engineering Management*

**NMIMS University**

Mumbai, India

*BSc in Electronics and Telecommunication Engineering*

## Certifications

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