AAKRETI TIWARI

PRODUCT MANAGER
✉ aakretitiwari@gmail.com
☎ +91-7389780643
in aakreti-tiwari

Product Manager | 7+ Years of Experience | SAAS/ PAAS

Work Experience

Brillio Technologies — Bangalore
Product Manager – Product & Platform Engineering — Apr '21 – Present

- **Spearheaded** a team of **20** to define, develop, implement & deliver **4 new products** for US based Client.
- Defined **Product vision**, **Strategy**, and **Roadmaps** in alignment with business goals, resulting in a **20%** increase in customer **satisfaction,** increasing **profitability** by **30% and** customer **acquisitions** by **25%**.
- Drove daily **SCRUM** & ensured **SDLC** & **PDLC** best practices were followed in a cross functional team.
- **Collaborated** with **customers** & different **stakeholders** to capture **requirements**, prioritising **features** & **functionalities**, **planning** of **product release** plans & ensured **timely delivery** of **quality product**.
- Developed **use-cases**, prioritised **user-stories**, **epics**, ensuring work is focused to produce max value.
- Drove the **adoption** of **DevSecOps** practices across the team, ensuring enhanced **security posture**.
- Played a key role in **SAFe 5** certification initiative, resulting in improved team alignment & collaboration.
- **Won** Best Performer, **2 years** in a row for successfully completing tasks, **exceeding expectations.**

Maybank, MBB Labs — Bangalore
SME/ Product Platform Engineer — Jan '19 – Mar '21

- Envisioned **roadmap** for **3** products for largest South East Asian Banks, aligning with its **Business goals**.
- Lead the **resource**, **performance**, cost and **schedule** management and the overall project **governance.**
- Lead **digital, transformation & adoption** for the firm as well as for clients **SAAS/PAAS** implementation.
- Managed a team of **12**, providing guidance, coaching, & fostering a culture of continuous improvement.
- Collaborated with **sales** & **marketing** to develop **go-to-market strategies** & achieve revenue targets.
- Implemented **best practices** in DB architecture, **optimising** performance of **Oracle** and **SQL Server** DB.
- Collaborated with Business & Tech Team to understand the **business requirement** and convert
- them into **functional solution** in **Agile** methodology for Product Lifecycle Development (**PDLC**)
- **Managed** & **prioritised product backlog**, ensuring that Tech Team are delivering **high-value features**.
- Conducted **stand-ups** & **bi-weekly Sprints**, ensuring effective communication across all teams.
- Directed **functional, automation**, **security** & **performance** testing, respectively of all the **3 products**.
- Assisted clients in User Acceptance Testing (**UAT**) and comprehensive test scenarios of the product.
- Prepared Functional Artefacts like **BRD**, **FRD**, **Wireframes**, **User Guide**, and Business case analysis
- Facilitated **training** & **demo** sessions for Business & Tech users, ensuring a smooth **handover** to **client**.
- Won **Best Individual** & **Best Team** among **30 scrum teams**, for achieving the highest sprint velocity

Reserve Bank of India — Jaipur
Management Trainee Intern — May '18 – Jul '18

- Developed Product Marketing strategies using secondary consumer research & market analysis for MFI
- Visited several sites of Microfinance in India in Rajasthan registered with RBI to understand bottlenecks
- Studied Reports like Microfinance in India Report, Sadhan Survey to understand impact of **MFI's**

Infosys — Pune
Senior Systems Engineer — Aug '14 – Jul ' 17

- Engaged with a **US-based** client in **BFSI domain** to gather software **requirements**, ensuring alignment with technical teams & Translated stakeholder requirements into tangible deliverables like BRS, FRS, etc.
- **Software Development** experience of **2 years** for **Java** app, prior to transitioning into **Product Management**, & application management, provided a strong foundation for strategic decision-making.
- Developed **micro-services-based** applications, enhancing scalability modularisation of **software suite**.
- Suggested **Enhancements** & **Implemented** to improve **performance**, application delivery & efficiency through automation, process refinement, post-mortem reviews, & in-depth configuration analysis.
- Received client appreciation for **effective communication** and quick resolution of **production issues.**
- Won Best Performer **3** times for improving **product**, reducing **TAT** by **5.5s** & enhanced user experience.

Skills Set

Tools
- Jenkins, Git Lab, SonarQube, Jira, Confluence, Miro Board, SQL, Oracle, Mongo Advanced Excel, MS Office

Technical Skills
- Product Management, Product Ownership, SDLC, PDLC, DevSecOps & Cloud Engineering, Software Development (Java, Python), Micro-services & Containers, Site Reliability Engineering (SRE), Requirement Gathering, Wireframe Creation, Use Cases, Agile, Product Marketing Research, Database Architecture (Oracle, SQL Server), Scrum board, Kanban board, Agile and Waterfall Methodology

Soft Skills
- Cross-functional Team Leadership, Team Management and Mentoring, Sprint ManagementTeam Building, Conflict resolution, Problem solving, Decision making, Client and Stakeholder management, Change management, Strategical and Tactical Planning, Critical thinking, Design Thinking

Certifications

- **SAFe PO/PM:** Completed **SAFe PO/PM** Certification to work effectively in remote environments
- **PMP:** Completed 32 hours of **PMP Project Management Professional** Preparatory course
- **SIX SIGMA:** Successfully completed **Lean Six Sigma Green Belt** Certification by **KPMG**

EDUCATION

Birla Institute of Technology & Science (BITS), Pilani	**MBA | 2019 | 8.06/10**
Rajiv Gandhi Proudyogiki Vishwavidhyala (RGPV), Bhopal	**B.E. (Hons)| 2014 | 8.33/10**
Higher Secondary Certificate (HSC), CBSE	**XII (Science) | 2010 | 82.20%**
Secondary School Certificate (SSC), CBSE	**X | 2008 | 82.20%**

Leadership & Initiatives

Head: Corporate Relations And Placement Committee
- Lead a **5-member** placement committee, the functions include pitching and negotiating to recruiters.
- **Pitched** over **2000+ companies** across different sectors, and increased **40%** in total number of companies' footfall for **final placement** and increment of **60%** in footfall of the paid internships for MBA.

Research Paper & Teaching Assistant
- **Co-authored** paper on the topic: "**Unfair Promotion of Whitening Creams: Is Beauty No More Skin Deep?**" has been published in '**Journal of Communication: Media Watch**' May 2019 Issue along with **Dr. Gajendra Singh Chauhan**, **Head of Department** of Humanities, BITS Pilani (Pilani Campus).
- Worked as a **Teaching assistant** with Dr. Chandrasekhar Srinivasan, Faculty of Eco-Fin Department
- Worked as **Procurement Analyst** in CPU, BITS. Responsible for Asset management of all **4** Campuses

Teach For India
- Selected as a fellow for **TFI Fellowship** for the year **2016-18**, selected from 100+ applicants applied.

Extra-curricular
- Won **I** Prize in Solo Blast: Dance Competition with 20+ candidates, organised by BITS Pilani Dance Club
- Won **II** Prize in a National level HRM Competition (30+ teams) from Country's tier-I Business-Schools
- Won **II** Prize in Solo Dance in Inter-College Dance Competition Organised by University RGPV, Bhopal

Achievements

- Won **Best Performer**, 2 years in a row with Brillio for successfully completing tasks, exceeding expectations
- Graded **Exceptional** by **General Manager** of **RBI**, Jaipur for successfully completing the Project
- Won **Best Performer**, consecutively for **3 years** to deliver product with **zero defect** in Agile, For recommendations on **strategic business** changes, and for **youngest Manager** to Lead & manage a new cross-cultural team of 10 members based out of both India and the United States of America.