STEPHEN MATHEW

Technical Product Manager

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PROFESSIONAL EXPERIENCE

Lead Product Owner
Xerox

📅 2018 – Ongoing   📍 Kochi, India

- Lead Product Owner for core Managed Print Services (MPS) application, XSM
- Owned and delivered 20+ new features from requirements gathering to post release support for the XSM application
- Coordinating Engineering activities in a fast-paced Agile/Scrum development environment to produce new features & functionality
- Authoring of Release Notes, Readmes, User Guides and Feature Content documentation for each release
- Conducting regular Bug Triage for the entire development group resulting in quick triage of bugs and an all-time low in bug count.
- Mentoring of newly hired Product Owners. Actively involved in interviewing Product Owner as well as Dev Support Engineer candidates.
- Coordinated with 10 engineering teams for the successful implementation of the upgrades of a large part of the MPS suite of apps to make them compatible with Chromium engine browsers.
- Led implementation and designing features to introduce Xerox Direct Device printer data into XSM and its related apps.
- Authoring of training material for new hires in the Knowledge Base including hands-on exercises.
- Hosting regular catchups between the Product Owner community and other communities such as Development Managers and Scrum Masters.

Lead Development Support Engineer
Xerox

📅 2014 – 2017   📍 Kochi, India

- Won the Eagle Award twice - in 2015 and in 2017
- Won the Eagle Squad Award in 2015
- Lead Engineer for the Global Development Support/MPS L4 engineering team
- Responsible for providing Level 4 technical customer support on a daily basis to Platform Development group's customer base. Management of external relationships and issue resolution coordination between the support and the development teams are primary responsibilities
- Held leadership role in the Employee Engagement Committee

IT Operations Consultant
Oslofjord Convention Center

📅 2011 – 2013   📍 Oslo, Norway

- Consultant/Administrator for MS Exchange, Active Directory and Citrix for more than 20 client companies.

Systems Engineer
Infosys

📅 2008 – 2011   📍 Pune, India

SUMMARY

- Over 4 years experience in Product Management in Agile development at a leading global technology company
- More than 7 years experience in Managed Print Services industry
- Certified in Data Science and Machine Learning by Massachusetts Institute of Technology
- Total IT Experience of over 12.5 years
- Certified Scrum Product Owner

EDUCATION

M.Tech. in Computing Systems and Infrastructure
Birla Institute of Technology and Science, Pilani, WILP

📅 2018 – 2019

MicroMasters in Statistics and Data Science
Massachusetts Institute of Technology, Cambridge, MITx

📅 2020 – Ongoing

PG Diploma in Business Administration
Institute of Management Technology, Ghaziabad, CDL

📅 2015 – 2016

B.Engg in Computer Engineering
University of Mumbai, Fr.CRCE

📅 2004 – 2008

KEY SKILLS

Product Management
Scrum Practitioner, Requirements gathering, User Story Writing, Good communication, Collaborative decision making

Data Science
Machine Learning with Neural Networks, Linear and non-linear Classifiers, Linear Regression, Reinforcement Learning, Bayesian statistics, Statistical Inference, Statistical Estimation, Hypothesis testing, Probability and Limit Theorems

- .Net Developer for Infosys iCare suite of products
- Team Extra Miler Award RAMP Q1, 2010
- Star of the Month Award RAMP Q4, 2009
- Editor, Confluence newsletter, TSG
- Batch Topper at Infosys, Mysore Compre Exams for .Net, Java and Generic

CERTIFICATIONS

Certified Scrum Product Owner
Scrum Alliance

📅 March 2019

MIT 6.86x: Machine Learning with Python-From Linear Models to Deep Learning
Massachusetts Institute of Technology

📅 December 2020

MIT 6.431x: Probability - The Science of Uncertainty and Data
Massachusetts Institute of Technology

📅 May 2020

MIT 18.6501x: Fundamentals of Statistics
Massachusetts Institute of Technology

📅 September 2020

MIT 14.310Fx: Data Analysis in Social Science
Massachusetts Institute of Technology

📅 September 2020

AZ-900: Azure Fundamentals
Microsoft

📅 November 2019

ACADEMIC ACHIEVEMENTS

- Received highest grade for the Dissertation done as part of M.Tech with BITS Pilani at Xerox on "*A Study into the deviation in actual printer usage from the expected and deriving the Ideal Coverage for a device*" involving Linear Regression and Machine Learning. See a summary of the Dissertation
- CGPA of 9.47 for M.Tech at BITS Pilani
- Passed B.Engg with Distinction at University of Mumbai, Fr.CRCE
- Passed with Distinction, Grade 4 (Theory and Practical) Grand Piano exams at Trinity College, London
- Passed with Distinction, Grade 4 (Theory and Practical) Grand Piano exams at Trinity College, London
- Maharashtra State Rank 18 in Computer Olympiad, 2002
- Editor (2006-07) of magazine 'Fragmag 07' at Fr.CRCE, Mumbai, India
- School Vice Captain (2000-01) at Rajhans Vidyalaya, Mumbai, India
- Chief Student Editor (2000-01) of magazine 'Sugandh' and Asst. Student Editor (1999-00) of newsletter 'Rajhans Vision' at Rajhans Vidyalaya, Mumbai, India
- at Rajhans Vidyalaya, Mumbai, India
- Passed Std. 12 (CBSE) in 2004 with 86% and Std. 12 (CBSE) in 2022 with 91% streams

TECHNOLOGIES

Data Science
Pandas, PyTorch, Scikit-learn, Numpy, Google Data Studio

Programming Languages
Python, R, C#/ASP.NET, Android (Java), SQL

IDEs
VS Code, RStudio, Android Studio

Agile
Azure DevOps, TFS

STRENGTHS

Communication   Consensus Building   Planning

Product Management   Software Delivery

LANGUAGES

English
Norwegian
Hindi
Malayalam