STEPHEN MATHEW

Technical Product Manager

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PROFESSIONAL EXPERIENCE

Lead Product Owner

Xerox

📅 January 2018 – Ongoing   📍 Kochi, India

- Responsible for core Managed Print Services (MPS) application, XSM
- Owned and delivered 20+ new features from requirements gathering to post release support
- 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 other Product Owners
- Coordinated with 10 engineering teams for single project for successful implementation of suite-wide upgrades
- Developed product documentation to communicate upcoming features and products
- Documented user stories, specifications and product features into detailed work order to communicate across teams and build mandatory requirements
- Coordinated project planning and execution with team members and team leads
- Thrived in fast-paced, highly-adept team to develop and prioritize product features and build product roadmap
- Coordinated design meetings and decisions with internal departments and teams

Lead Development Support Engineer

Xerox

📅 August 2014 – December 2017   📍 Kochi, India

- Won Eagle Award twice - in 2015 and in 2017
- Won Eagle Squad Award in 2015
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes
- Responsible for providing Level 4 technical customer support on daily basis to Platform Development group's customer base. Management of external relationships and issue resolution coordination between support and development teams are primary responsibilities

IT Operations Consultant

Oslofjord Convention Center

📅 October 2011 – December 2013   📍 Oslo, Norway

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

Systems Engineer

Infosys

📅 August 2008 – April 2011   📍 Pune, India

- .Net Developer for Infosys iCare suite of products
- Team Extra Miler Award RAMP Q1, 2010

SUMMARY

- Over 4 years experience in Product Management in Agile development at a leading global technology company
- More than 7 years experience in Printing and Document Services industry
- Certified in Data Science and Machine Learning by Massachusetts Institute of Technology
- Total IT Experience of approx. 13 years
- Certified Scrum Product Owner

KEY SKILLS

Product Management
Scrum Methodology, Technical expertise, Recommended strategic initiatives, Provided feedback to design team, Gathered UX feedback from users, Wrote detailed User Stories for engineering, Made initial tech difficulty assessments for features, Helped make engineering trade-off decisions, Performed analysis on large datasets, Lead a team, Aligned stakeholders, Communicated next steps, Presented in front of a large audience, Wrote product requirement documents, Delivered a project, Ran one-week agile sprints, Optimized a process, Release Planning, Feature Prioritization

Data Science
Machine Learning, Linear and non-linear Classifiers, Linear Regression, Reinforcement Learning, Bayesian statistics, Statistical Inference, Hypothesis testing, Probability

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

- Star of the Month Award RAMP Q4, 2009
- Editor, Confluence newsletter, TSG
- Batch Topper at Infosys, Mysore Comprehensive 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

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

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 | Leadership | Organization
Dependable and Responsible | Negotiation
Product Management | Software Delivery
Technical Expertise | Problem Identification

LANGUAGES

English
Norwegian
Hindi
Malayalam

ACADEMIC ACHIEVEMENTS

- Received highest grade for 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
- 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
- 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
- Passed Std. 12 (CBSE) in 2004 with 86% and Std. 10 (CBSE) in 2022 with 91%