

Heena Sabarwal

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SUMMARY

Results-driven product owner with a strong technical background and expertise in product life cycle management. Proven track record of streamlining processes, improving efficiency, and reducing costs. Skilled in evaluative testing, data analysis, and project management. Collaborative team player with excellent communication skills. Dedicated to delivering high-quality products and optimizing user experience.

CERTIFICATION

- Professional certification in Product Management | Simplilearn | '24

KEY SKILLS

Product Management

Product Strategy
Market Research
Roadmapping
Requirements Gathering
Agile Methodologies
Feature Prioritization
Product Vision
Technical Communication
Sprint Planning
Jira
Product Development
Process Improvement
Cross-function Collaboration

Business Analysis

Google Analytics
MixPanel
Performance Metrics
Business Analysis with AI
Balsamiq

Software Development

S/4 HANA
Cloud Based Apps
System Integrations
UX/UI
SQL & DB Design
SAAS
APIs & DevOps

PROFESSIONAL EXPERIENCE

SAP Labs India | Gurugram|IN

Product Owner

May '22 - Present

- Created knowledge base of 80 internal resources, improving employee onboarding & reducing time spent per project on administrative tasks by 40%
- Conducted regular follow-ups and performance **feedback vis-a-vis competition** to leverage product's advantages
- Defined **10+ product roadmap** by evaluating feature prioritization for SAP Agricultural Contract Management, enhancing user experience and promoting customer retention.
- Facilitated **daily scrums, retrospectives, and review meetings**, applying **Agile methodologies** to ensure effective communication and project alignment among stakeholders.
- Engineered and **implemented 25+ detailed business flow diagrams** to streamline the design of new product features for SAP ACM.
- Designed intuitive **UI mockups** using **Balsmiq, Sketch and Figma** tool for backlogs, adhering to usability guidelines to improve overall customer experience.
- Streamlined **sprint planning** sessions to enhance team productivity and ensure timely delivery of high-quality product features.
- Articulated **product visions and strategies** to executive stakeholders through effective presentations, fostering support for ongoing product initiatives
- Drove the transition from manual to an **AI based Invoice verification** to process the settlements of vendors; reduced the processing time by 30% and end user overhead by 10%.

- Cooperated with 5+ **cross-functional stakeholders** to translate business problem statements into actionable **user stories**, guiding product development
- Assisted 3 senior product managers in monitoring the **product life cycle** from inception to launch and maintained end-to-end product information
- Allied with 10+ developers and product management team to assess project outcomes and **prioritize future app features**

SAP Labs India | Bengaluru | IN

Product Owner

Sep '18 - Apr '22

- Designed and organized 5+ **design thinking workshops** to brainstorm new feature requirements for ABAP and UI5, fostering innovative solutions.
- Developed and maintained **product vision and roadmap using JIRA**, effectively managing project backlogs throughout the product lifecycle.
- **Prioritized and ranked features** within the **product backlog**, ensuring alignment with 4+stakeholder requirements and timely delivery of high-quality updates.
- Maintained rigorous validation of **100+ user test cases**, confirming that developed features met design specifications and user expectations.
- Devised and presented 5+ **Minimum Viable Product (MVP)** features to stakeholders, facilitating timely feedback to avert project delays.
- Composed the Automated Note Search Tool (ANST), **reducing customer search time by 60%** through automated debugging, UI5/Fiori visibility, and wildcard search features.
- Implemented **enhanced security features for 50+ SAP customers** by designing the SNOTE product feature, improving the download process for correction packages.

Accenture | Bengaluru | IN

SAP Consultant

Apr '17 - Aug '18

- Analyzed existing 15+ sales and finance workflows to identify areas for improvement and implemented 20+ solutions to streamline processes.
- Supported cross-functional teams in troubleshooting 30+ SAP issues, ensuring optimal system performance and user satisfaction.
- Integrated user feedback into system enhancements, leading to increased usability by 20% and improved user experience within SAP applications.

Wipro Technologies | Bengaluru | IN

SAP Consultant

Jul '14 - Apr '17

- Successfully implemented **25+ comprehensive solutions** for Insurance and Claims Management using SAP FSCM module.
- Implemented a **SOAP-based web service** to streamline the claims process. Integrated a Computer Telephony Integration (CTI) software for 30% more efficient consumer interaction.

EDUCATION

Bachelor's degree in Information Technology from Punjab Technical University | Punjab | IN
Aug 2010 - Apr 2014

12th Graduated with 82.9%

Apr '10

10th Graduated with 89.3%

Apr'08

VOLUNTEERING & UNIVERSITY PROJECTS

SP JAIN Capstone for Product Management CoHort

Jul '24 - Aug '24

- Capstone project where in conducted survey and quantitative analysis to understand **80% of customer sentiment, 70% market trends**, and OTT streaming trends for Netflix;
- Demonstrated recommendations to faculty at SP JAIN. Implemented using **Mixpanel and Balsamiq**
- Github Link for SP JAIN Capstone : <https://github.com/HeenaSabarwal30/SP-JAIN-Capstone>

Volunteering Experience

- **Lead team of 5 people as part of Mini Fellowship program** where SAP BTP Event Based Integration is implemented using SAP Cloud foundry framework
- Presented the CLM product feature at **SAP Tech-Ed Event**, which is one of the biggest global events organized by SAP to showcase its upcoming features to its customers
- Represented as a **KEY speaker to demonstrate 10+ features developed at SAP DKOM**, an event organized by SAP to demonstrate the latest tools built within the organisation
- **Organized the team events** which includes dance choreography, anchoring, creative art works & 30+ CSR Activities