

Maharshi Patel

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Product Owner (CSPO)

Certified Scrum Product Owner (CSPO) with experience across discovery, delivery, and optimisation in SaaS, eCommerce, and service-based businesses. Skilled at translating stakeholder requirements into Product Requirement Documents (PRDs), user stories, and prioritised backlogs. Proven ability to build platforms that streamline operations, improve efficiency, and enable data-driven marketing decisions. Experienced in facilitating Agile processes and collaborating with global development teams. Passionate about continuous improvement, cross-functional collaboration, and delivering products that enhance customer journeys and drive measurable business outcomes.

Core Competencies

- Product Ownership
- Roadmap Planning
- Backlog Prioritisation
- User Story & Acceptance Criteria Writing
- Agile Scrum Delivery & Ceremonies
- Stakeholder Requirements Translation
- Cross-Functional Collaboration
- CRM & API Integrations
- Product Discovery & MVP Definition
- Customer Journey Optimisation
- UX/UI Collaboration
- Product Analytics & KPI Tracking
- Go-To-Market Planning
- UAT / QA Testing

Technical Skills

Programming: JavaScript, Python, HTML, CSS, TypeScript, SQL, XML
Integrations & Tools: JIRA, Confluence, Figma, REST APIs, MySQL, Snowflake, AWS
CRM: Salesforce, Zendesk
Data Visualisation: Tableau, Power BI, Google Analytics
Cloud & Web Technologies: API Integrations, HTTP Protocols, Django, Android, iOS
AI Tools: ChatGPT, Claude, Perplexity, Grok, Gemini, Whisper API

Professional Experience

Iconic Smiles, Hertfordshire, UK

Product Owner

- Developed and implemented a platform to streamline operations, improving scheduling, resource management, and client booking visibility while reducing manual workload by 25%.
- Analysed client data and behaviour patterns to produce insights that supported marketing and sales teams in targeting campaigns and boosting engagement.
- Collaborated with offshore development teams and local stakeholders to ensure technical solutions were aligned with business needs and timelines.
- Translated requirements into Product Requirement Documents (PRDs) and user stories, maintaining a prioritised backlog to guide development.
- Facilitated Agile ceremonies (sprint planning, reviews, retrospectives), helping embed more structured delivery processes across the company.
- Applied MoSCoW prioritisation to manage feature delivery and balance business demands with available resources.
- Used the Eisenhower Matrix to help stakeholders distinguish between urgent issues and strategically important initiatives.

Sept 2023 – Present

- Acted as a **bridge between technical and non-technical teams**, ensuring smooth communication and alignment across functions and time zones.

SureCloud, Reading, UK

Jan 2022 – Sept 2023

Product Analyst

- **Supported Product Managers** on GRC/CRM initiatives by contributing to Product Requirement Documents (PRDs), epics, and user stories.
- **Gathered and translated stakeholder requirements** via interviews and working sessions, ensuring development clarity.
- **Built Power BI dashboards** for pipeline and usage tracking, enabling data-driven decisions and supporting a ~7% uplift in sales conversion.
- **Coordinated UAT and QA activities**, triaging issues with QA leads and developers, contributing to a ~18% reduction in post-release defects.
- **Facilitated Agile rituals** (stand-ups, backlog refinement, sprint retrospectives) by preparing boards, documenting actions, and ensuring visibility on status and blockers.
- **Applied MoSCoW prioritisation** to balance quick wins with longer-term roadmap items; supported stakeholder trade-offs using the **Eisenhower Matrix**.
- **Collaborated with Compliance** on data privacy and permission requirements for enterprise customers.

Education

Kingston University, London, England

Sept 2017 – June 2021

- **BSc (Hons) – Mathematics**

Certifications

Salesforce

Feb 2022

- Sales and CRM Overview

Google

Mar 2025

- Google Project Management

Scrum Alliance

Apr 2025

- Certified Scrum Product Owner (CSPO)

Outskill

May 2025

- Generative AI Mastermind

Personal Projects

Web Application Development: Built a Python-Django-based app to perform Runge-Kutta calculations and data visualisation using JavaScript & Google Charts.

Website Portfolio: Designed and developed a fully responsive portfolio website from scratch using JavaScript, HTML, and CSS.

AI Projects:

- **KlypAI** – AI-powered gaming content tool for automatic highlight generation.
- **NexApply** – AI-enhanced job application platform with resume parsing and smart targeting features.