

SAVITHA SURESH KAMATH

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Visa Status: Stamp 1G

Profile Summary

- 4+ years of experience delivering innovative solutions in FinTech and Product.
- Skilled in using data-driven insights to inform product decisions and optimizations.
- Experience in creating business requirement documents, defining product strategy, conducting market research, and collaborating with cross-functional teams.
- Skilled in Waterfall, Agile, and Scrum methodologies, with a focus on customer-centric product development.
- Available to join immediately – No notice period.

WORK EXPERIENCE

LTI MINDTREE

Bengaluru, India

Lead Analyst (Client: Fitch Rating Pvt Ltd)

Sept 2020 – Aug 2022

- Collaborated with the PM (Product Manager) on the refinement of stories for the new enhancements, upgrades, and new site launches for 5 regions (US, UK, ANZ).
- Efficiently orchestrated cross-functional team efforts to consistently surpass customer expectations, resulting in an impressive **95% client satisfaction rate**.
- Designed A/B testing experiments for website improvement to enhance click-through rates.
- Demonstrated strong skills as an Associate Product Owner, collaborated with stakeholder to identify and prioritize business needs, resulting in the **20% increase in team efficiency** and a **15% reduce in the project cost**.
- Spearheaded the Team as Team Lead and mentored in the execution of generating business cases, requirements and coordinated all the sprint activities and monthly deployments.
- Generated comprehensive weekly metrics encompassing stories, tasks, milestones, and bugs, and adeptly presented the data on a visualization dashboard to facilitate in-depth analysis and streamlined reporting.
- Assigned the role of **Process Quality Facilitator**, which involves creating/updating and maintaining the required documents needed for the project, as well as conducting **external audits**.

Senior Cloud & Infra Services

October 2018 - Aug 2021

- **Led** and coached an **8-member team**, optimizing productivity and performance.
- Proficient in **AWS services**, including **EC2, Lambda, RDS, DynamoDB, S3, EBS, VPC and IAM**.
- Experience working on the **ITSM ticketing system** to record and maintain issues promptly and **within the Service Level Agreement**.
- Conducted hands-on training sessions for junior associates on **ITIL foundation principles**, resulting in **100% compliance** among team members.
- Developed incident management processes, authored knowledge articles, and conducted problem record audits.
- Implemented automation scripts for cloud-related tasks using Linux, **resulting in a 30% reduction** in manual effort and a **20% increase in task completion speed**.
- Reviewed **90+ change records**, evaluated business impact, conducted pre-implementation testing, and approved changes for implementation in the production environments.
- **Resolved 1500+ incidents and PagerDuty** alerts as part of continuous improvement in the application's reliability and performance, using tools such as **Datadog, Zabbix, and Solarwinds**.
- Monitored and analyzed cloud performance metrics, identifying and resolving issues before they impact end-users and resulting in a **25% improvement in system uptime**.

INTERNSHIP

Version 1

Research and Development Intern

Cork, Ireland

January 2023 – September 2023

- Led and collaborated on a pivotal research initiative in the agriculture sector, orchestrating stakeholder interviews, comprehensive product analysis and advance data techniques.
- This meticulous assessment culminated in the crafting of a **strategic roadmap** for the seamless integration of **IoT and predictive analytics technology**.
- Led weekly meetings with **Version 1** mentors to discuss on goals, scope, deliverables, success criteria and resources.
- Conducted **qualitative research, including** semi-structured interviews with 15 participants, using **thematic analysis** to understand farming practices and IoT implementation.

SKILLS

- **Visual Analytics:** Power BI, Tableau, MS Excel
- **Project Management:** Prince2 Project Management, Agile, ITIL, ITSM, ServiceNow, Atlassian tools, MS PowerPoint, MSWord, DMN Modelling, Risk Management, Incident Management.
- **Database Management:** MSSQL, MYSQL, MongoDB, Oracle.
- **Cloud Technology:** AWS, Datadog, Bamboo, Zabbix, Docker, Jenkins
- **Operating System:** Windows Server, Linux (Redhat, Ubuntu Suse).
- **Programming Language :**Python, Bash Scripting
- **Other Tools:** Jenkins, Docker, Cybernation Tools, Active Directory, Exchange.

EDUCATION

UNIVERSITY COLLEGE CORK

Cork, Ireland

Master's in Information Systems for Business Performance (2:1 Honors)

September 2022 – August 2023

- Received College of Business and Law Merit Scholarship of €2,000
- Business Analysis, Project/Product Management, Tableau, Power BI, Data Analytics, Business Models, and Database Management.
- **Dissertation:** Collaborative Industry Research Project with **Version1** to explore on how to increase sustainability using technology in agriculture sector thereby reducing carbon footprints.

R.N.S Institute of Technology

Bengaluru, India

Bachelor of Engineering (1:1 Honors)

Aug 2014 – Sept 2018

- Major: Electronics and Instrumentation Engineering

ADDITIONAL INFORMATION

Achievements:

- Awarded a merit scholarship of **€3000** (2022–2023) by University College Cork.
- Received **Best Individual Award**(2020–2021) recognized for excellent ownership, dedication and trust from LTI.
- Received **Best Project Award**(2019-2021) for exceptional delivery of the project at Larsen and Toubro Infotech.

Projects:

- **Sentiment Analysis** – Analyzed Netflix Tweets based on customer reviews and provided recommendations on movie promotions.
- **Visualization** – Visualized Coca-Cola's performance (10 years) in the Non-Alcoholic beverage market.
- **Spice of Life** – Developed and designed a cooking website & an app based on different User Personas.
- **Social Media Audit** – Analyzed the social media platforms of UCC and suggested ways to improve their social media presence.
- **Three Body Consulting** – Business use cases, ERD, functional and non-functional requirement analysis.