WORK EXPERIENCE

TNQ Tech Pvt Ltd, Chennai, Tamil Nadu
End-to-end publishing services, from approved manuscripts to print and online deliverables with 3500 employees

Business Analyst and Product Owner *08/03/2020 – 29/10/2024*

Product Owner (3 Teams, 14 Members)
- **Backlog Leadership**: Managed and prioritized the product backlog for three dedicated teams, ensuring each team focused on high-value items that aligned with user needs and business goals.
- **Stakeholder Collaboration**: Actively engaged with stakeholders to gather requirements, clarify priorities, and share insights, aligning product development with strategic objectives and enhancing user satisfaction.
- **Product Vision & Strategic Alignment**: Clearly communicated the product vision and strategy to all teams, fostering alignment on project objectives and maintaining a cohesive, goal-oriented team dynamic.
- **Active Agile Event Participation**: Played a pivotal role in planning sessions, sprint reviews, and retrospectives, guiding the team with clear requirements to keep projects aligned with business goals.
- **Main Contact for Product Clarifications**: Acted as the primary resource for teams when clarification on requirements was needed, supporting efficient decision-making and smooth workflow across teams.
- **Continuous Product Improvement**: Regularly assessed and adapted product development strategies, allowing flexibility to meet changing business priorities while maintaining a focus on value delivery.

Project Manager (Supporting Role)
- **Specialized Team Management**: Oversaw a specialized project team, clearly communicating project requirements, timelines, and expectations, and ensuring resources and timelines aligned with project goals.
- **Task Prioritization and Resource Allocation**: Prioritized tasks and managed resources effectively to keep projects on track, balancing immediate project needs with available team capacities.
- **Issue Resolution & Solution Facilitation**: Collaborated with the development team to resolve user-reported issues promptly, enhancing project continuity and user experience.
- **Stakeholder Communication & Expectation Management**: Maintained open communication with stakeholders, updating them on progress, changes, and challenges, and fostering transparency and confidence.
- **Adaptability to Changing Project Needs**: Remaining flexible and responsive to evolving project requirements, making necessary adjustments to ensure progress despite dynamic project circumstances.

Key Achievements as Product Owner:
- **User Satisfaction & Revenue Boost**: Launched features that significantly improved user engagement, satisfaction, and reduced licensing costs, contributing to increased revenue.
- **Efficient Backlog Management**: Streamlined backlog processes, reducing delivery times and ensuring team focus on high-value items.

- **Stakeholder Collaboration**: Established strong relationships with stakeholders, aligning product outcomes with both business goals and user needs.

Project-Specific Achievements:
- **AutoGraphPro**: Automated processes to reduce licensing, manual effort, and improve quality.
- **PDF/Workflow/Invoice Project**: Cut Adobe licensing costs and minimized errors with automation
- **Graphics Project**: Transitioned tools to servers, reducing license costs.
- **Accessibility Tagging**: Enhanced accessibility for visually impaired users by adding content organization.

Senior Software Test Engineer   *02/08/2014 – 31/07/2020*

- Developing test plans, test cases, and test scenarios based on project requirements and specifications.
- Performing manual testing of software applications to identify defects, bugs, and issues, and ensuring that the software meets quality standards.
- Creating and maintaining detailed documentation of test cases, test results, and defects found during testing.
- Collaborating with the automation team to identify opportunities for test automation and contributing to the creation of automated test scripts.
- Contributing to the overall testing strategy and approach for the software development project, including regression testing, integration testing, and user acceptance testing.
- Reporting and tracking defects using defect tracking tools, and working with development teams to ensure timely resolution of issues.
- Providing guidance and mentoring to junior test engineers, and potentially leading testing efforts on specific projects.

PREVIOUS EXPERIENCE

AIT Resource India Private Ltd, Anna Salai, Chennai, Tamil Nadu
Global providers of IT Staffing Services and Solutions provider to Fortune 100 enterprises

Software Test Engineer   *03/01/2013 – 31/07/2014*

- Prepare Test Cases based on Business Requirements and Technical Specifications
- Prepare Test data and Test execution including GUI Interface Testing, Unit, Module and System Testing for Quality of the software
- Regularly communicate with the Team Leader to improve the testing quality of the product.
- Tracking and Reporting the defect

Portfolio & Online Services

- Showcasing my product management offerings, Power BI dashboards, and certifications: LinkedIn Services Page

Career Goals
- Strategic Product Impact: Aim to enhance skills in data-driven decision-making and user experience for sustained impact as a Product Owner.