



## Shivam Bajpai

Contact : +91 7042590901

Email ID: [shivambajpai.htm@gmail.com](mailto:shivambajpai.htm@gmail.com)

LinkedIn: [www.linkedin.com/in/shivambajpai09](https://www.linkedin.com/in/shivambajpai09)



Product Owner with 5+ years of experience leading conversions, optimization and development of enterprise-oriented, B2B and B2C products. Led teams of 18-21 people across technology, business and design.

### KEY SKILLS:

- Product Roadmap • Product Vision • Stakeholder Management • Lead cross-functional teams • Requirement Gathering • Agile, Scrum Methodologies • Backlog Refinement • Product Strategy • User Stories • Product Demo
- User Acceptance Testing • Wireframes and Mockups • UI/UX • User Research • Market Research • User Experience
- Data Analysis • Product Documentation • Acceptance Criteria • Sprint Planning • Sprint Review and Retrospective
- Product Positioning • Product Ideation • Product Analytics • Competitor Analysis • SDLC • Release Management

### PROFESSIONAL EXPERIENCE

#### **Nagarro Software Pvt. Ltd**

**Duration:** July 2018 – Present

**Designation:** Associate Staff Engineer

**Role:** Product Owner

- Successfully rolled out features on Hotel Management System (B2B - SaaS), launched MVP products to simplify operations across multiple properties and enhanced the user experience.
- Collaborated with cross-functional teams to lead the end-to-end development of mobile applications for Property Management Systems, streamlined the onboarding process, reducing setup time by 23%.
- Established processes to facilitate order refinement, processing along with invoicing for B2B product licenses.
- Automated the licensing portal resulting in a 41% reduction in response time and a 30% increase in customer satisfaction scores.
- Defined and communicated product vision for enterprise SaaS solutions, leading cross-functional teams of 15-20 members to deliver feature enhancements that improved release efficiency by 25%.
- Prioritized the product backlog, analyzed team's progression on sprint, reviewed wireframes, and UI designs.
- Led UAT, validated functional acceptance criteria and reduced post-release defects by 30%.
- Conducted impactful product demos to capture feedback while managing the end-to-end product lifecycle.
- Facilitated backlog refinement, sprint planning, retrospective sessions, planned releases and maintained a strategic roadmap aligned with business goals achieving 95% product deliveries on time.

#### **Honeywell International Pvt. Ltd**

**Duration:** May 2016 – July 2018

**Designation:** Technical Associate

- Led documentation and module creation for multiple enterprise product releases, standardizing specifications and wiring guides, improving cross-team implementation efficiency by 25%.
- Collaborated with BU/BP, reported issues to R&D, and supported Tech on-site with documentation, installation, and commissioning.
- Partnered with cross-functional stakeholders to translate business requirements into actionable solutions, enhancing product reliability and increasing client satisfaction scores by 20%.

#### **AVS IT Solutions Pvt. Ltd.**

**Duration:** July 2014 – May 2016

**Designation:** Technical Specialist

- RCA for issues reported by end customers/clients over the remote tools.
- Document the tasks performed on remotes to ensure all information is captured in Salesforce and provide immediate resolution post-RCA.

## EDUCATION

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### Bachelor of Technology – Electronics and Communication Engineering

Institute: [Rajasthan Technical University](#)

Year of Passing: 2014

## IT SKILLS & Certifications

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**Tools:** Azure DevOps, Taiga, Feature Map, Figma, Power BI, JIRA, Confluence, Miro, Notion

**Technology:** RFID, Python, MySQL, ETL, PL/SQL

### Certifications:

• Artificial intelligence & Agility	October 2025	
• Certified Scrum Product Owner (CSPO)	June 2023	Badge ID: 1806892
• Agile Scrum Master	December 2025	Certificate No: 9568272
• PMI-ACP	December 2025	Certificate No: 9607308
• PMI-RMP	December 2025	Certificate No: 9622355
• CAPM	December 2025	Certificate No: 9652954
• CCBA® Certification Training	January 2026	Certificate No: 9764927