

Aman Bhatnagar
201-471-8287

Professional Summary:

A passionate for products seeking a job opportunity as a Product Leader. I have the unique ability to manage teams, products and solve complex challenges in a customer centric way. I have strong product intuition and want to build products for better and to ease lives of the customers. 16 years of experience, playing various roles of Solutions Architect, Product Manager, Lead Product Engineering role in IT industry developing, managing software products and solutions in various domains, includes telecom, Banking and E-commerce domain for over 14 years, document management etc. I have strong business, analytical, interpersonal, management and ethical skills.

Worked with Project Managers, Sales, offshore development teams in India, production support, reporting into **Executive Directors**.

- **Managed products, client system integrations, upgrades, migrations, processing, life cycle case management**
- Participate in requirements discussions with clients and work with dev teams on architecture, design, testing, deployment by setting clear vision and bringing clarity on the mission;
- Experience with **Jenkins, Docker, Kubernetes**.
- Experience in **DevOps practices** and stacks such as **CI/CD, Orchestration, networking, storage, virtualization**, etc.
- Experience in Linux and/or windows, previous system administration experience
- Operational knowledge of cloud native technologies such as OpenShift, EKS, GKE, etc.
- Used Micro Services architecture, with Spring Boot-predicated services interacting through an amalgamation of REST, mongo-DB and MQ message brokers and leveraging AWS to build, test and deploy Identity micro services.
- Extensive knowledge of Open Source Java build tools, Configuring and integration of Hudson, **Jenkins, Maven, Ant and Git**.
- Experience in working on Web **Services (SOAP/ REST), Json, APIGEE, PINGFED, JAX-WS, JAX-RS**.
- Managed Programs using **Agile and SAFe** methodologies
- Right mix of **Technology, Design, Engineering**, and flair to understand Customer and Business **Requirements** to provide right direction for the product teams. Right mix of Technology, Design, Engineering, and flair to understand Customer and Business needs to provide right direction for the product teams.
- Java full stack, Spring MVC, Microservices using Sprint Boot, REST API, Hibernate, JavaScript,
- , Apigee, Oracle/SQL-Server/MySQL, NoSQL, Tomcat/JBoss/WebSphere/WebLogic, Apache MQ, Drools, Docker, Kubernetes, XML, JSON
- Linux, Windows, Unix, Shell scripting and familiarity with Python and R language.

Education:

B.Tech. (Computer Engineering) 1998-2002 from Kurukshetra University

Certification:

PMP (Project management Professional)

SAFe (4.5) CSPO CSM

AZ-900 Azure Fundamentals Certified

Core Competencies

- Led software teams for products to balance between the consumer needs, business objectives and technical feasibility.
- Developed and analyzed enterprise market segments, product vision, product strategy, capabilities, roadmap.
- Led cross functional teams including Design, Engineering, Sales, Data science, Business, Information Security, Marketing, Operations.
- Managed strategic customers and stakeholders to ensure successful product deployments and prevent/resolve key escalations through KPI Metrics and Data analysis. Mainly Data

Analysis to ensure the market trends of the current and future market trends with inputs from the potential customers.

- Analyzed and reported constant feedback from the customers and there problems so the product is best refines in the best customer centric way.
- Product Management, People management, Customer Relationships, Customer requirement, Software as a Service(SaaS), Mobile Applications, Product Strategy and Management, Planning, Execution, Process Improvement, Product Development, Market, Business, Negotiation, Expectations management, User stories, User scenarios, Requirements Management, Prototyping, UAT, Acceptance Criteria, Training and support, Agile Coaching.
- Product/ Agile Methodologies/SCRUM: Engineering, Service management, issue tracking, collaboration, User research, User interviews, KPI Analysis, Business Model Canvas, Market Sizing, Competitive Analysis, Storyboards, User Stories, Cross Functional Management, Scrum Ceremonies.
- Software and Languages: Sketch (wireframe/ hi-fi prototype), Jira, Confluence, Adobe, iOS/Android Mobile applications, front-end, back-end.

Professional Experience:

Humana, Louisville, ADT Expansion

Oct 2019 to till Date

Sr. Program Manager

- Worked as Technical Project Manager in ADT Expansion digitization project; Migrating from legacy Humtrans to Azure cloud solution.
- Schedule and Facilitate meetings to review Project Initiatives. Participate in review meetings of various deliverables (Code review, Design review etc.) of projects and release installation activities.
- Regularly meet client key IT managers and Architect Team to discuss about the improvement in current Architecture.
- Implemented CI/CD pipeline and implemented Microservices architecture using Spring Boot-predicated services interacting through an amalgamation of REST API and existing legacy applications.
- Translated Autobahn and CI CD Objectives and its requirements into technical requirements and user stories. Also proactively migrated infrastructure technology to improve internal efficiencies.

Verizon, Piscataway, NJ, VCM division

Jul 2017 to Oct 2019

Sr. Technical Product Manager,

VCM Cluster is collection of customer facing applications. Optix allows Customer Reps to resolve customer queries with AYS and allow them to raise SNOW (Service Now) incident for IT support Team.

Worked in VCM/VCB cluster with Optix, Ordering, Billing, Ordering application in Microservices based architecture.

Responsible for strategic direction and implementation of SNOW Auto routing incident sorting application.

Translated product vision and feature requirements into technical requirements and Architecture.

Also proactively migrated infrastructure technology to improve internal efficiencies.

- Implemented AI/ML Solution for SNOW Ticktes using Python and Machine learning Library, resulting in improvement of over 88% accuracy in incident distribution
- Lead migration of enterprise deployed servers to AWS.
- Advanced Search using several business parameters and various complex expressions
- Mentored several Engineers, Team Leads, Business Analysts, Product Managers both in their career goals and personality development.
- Automated lot of manual processes submitted as tickets, by Implementation teams and client service teams, to dev team to do mundane data load kind of tasks as online tools. This enabled them to configure the systems and run mundane tasks/reports on their own without depending on dev teams for them. This resulted in significant improvement in Dev team's availability to focus on building the main business features into the product.

**Walmart Labs, San Bruno
(Product Engineering)****Technical Product Owner****Nov 2013 to Jun 2017**

Joined Walmart labs as Technical Product Manager to develop the Pangaea product suit. Designed innovative Product through Machine learning solution.

- In addition to building the products, rescued two crucial client implementations running red due to various reasons, including insufficient domain knowledge in implementation teams.
- Services are designed using a Service Oriented Architecture (SOA) approach and all services are exposed over HTTP(s) as RESTful web services.
- Participated in design and architecture in building next gen versions of Walmart.com.
- Participated in managing code & configurations for multiple environments, release management process, creating and maintaining environment configuration and controls, code integrity and work closely with platform team.
- Managed two development teams of over 30 product development and testing resources.
- Initiated Agile methodology using Rally software
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Deutsche Bank, Jersey City, NJ**Solution Architect****Jul 2011 to Nov 2013**

Joined Deutsche Bank Solution Architect in Asset Management to Take care of Account opening application for Deutsche Bank customer.

- Delivered two new products from conceptualization to Production.
- Involved in Functional Requirement review and interact with Business Analyst.
- Worked with All the stakeholders (Business Users, Legal & Compliance directors) in proposing the new flow and meeting the expectations of business.
- Design and development of various services using Core Java, Multi-threading, Spring, Hibernate, Spring AOP.
- Involved Project Estimation and Work with Enterprise Architect in Architecting the new project flow.
- Lead the team of 6 in successful delivery of project within timeline.
- Extensively used tibco, Java, while developing web components.
- Managed two development teams of over 30 product development and testing resources.
- Initiated Agile methodology using Rally software

Other companies' experience in the chronological order

NCR Corporation Module Lead (Oct 2008- June 2011)	Lead maintenance releases of True Resolution, a Compensation claims processing software. Built TrueProducer, a Producer Management software from scratch.
Cincom Systems Sr. Member Staff Engineer (June 2007- Sept 2008)	Product Lead for Eloquence product suit. Helped Customer to meet their requirement to get convert XML word docs to different format (like PDF , AFP etc.)
Verizon (June 2005 to May 2007) Analyst	Bosi is interface between Portal and various legacy systems and provides interface to all products whose pricing need to be done Through CSWSB(Web services through Axis Engine)
UPB Technologies(Aug 2002- Jun2005) Business Development Lead	Joined UPB Technologies to develop Diagnostic services business for them in the USA. As part of this, identified onsite development services opportunity at MobilCom, Germany to productize their inhouse built customer care and Billing System. Moved the team, after all hands-on knowledge transfer onsite for 6 months, to Raleigh, NC to setup their office in the USA.