

Aparna Ann Babu

Aspiring Product Manager armed with a Bachelor of Technology, QA Engineering, Product Administration experience, and an ongoing MBA in Digital Transformation. Committed to user-centric innovation and strategic impact.

✉ aparna.ann.b@gmail.com ☎ +1 (343)-777 9073 ⌂ 1541 Lycee Place, ON K1G 4E2, Ottawa, Canada

in <https://www.linkedin.com/in/aparnaannbabu/>

✉ PROFESSIONAL EXPERIENCE

Product Administrator, The South Indian Bank Ltd. ↗

Jan 2020 – Jul 2023 | Kerala, India

- Project Leadership & Innovation: Spearheaded critical projects, combining technical prowess and strategic insight for impactful results.
- Technical Proficiency: Demonstrated expertise in Python, R, Linux, Kibana, GitHub, Tableau, Excel, Power BI, and more for versatile project execution.
- Agile Innovations: Led the Transformative SMS Migration Project, optimizing efficiency by 35% with Kafka, Redis, Oracle DB, and real-time Elastic/Kibana monitoring.
- Strategic App Enhancements: Orchestrated "SIB Mirror+" banking app enhancements across 15 iterative versions, introducing features while ensuring compliance and certifications.
- Data-Driven Communication Optimization: Implemented SMS Analytics Initiative, optimizing communication efficiency by 30% and reducing query resolution times by 40%, enhancing customer satisfaction.
- Cross-Functional Collaboration: Collaborated seamlessly with design, engineering, marketing, and support teams, leveraging Agile methodologies and Docker for effective communication and feature rollouts.
- Innovation & Operational Excellence: Skillfully managed feature releases, fostering continuous improvement and iterations to deliver innovative digital solutions in a dynamic banking landscape.

Business Technology Analyst, Deloitte

Oct 2018 – Apr 2019 | Hyderabad, India

- Quality Assurance Specialist: Identified critical defects pre-launch in the Insurance Eligibility Rule Engine, preventing revenue loss and enhancing user satisfaction through meticulous QA practices.
- Test Automation Expertise: Automated regression testing in the Insurance Eligibility Rule Engine project, reducing manual efforts by 50%, enabling deeper test coverage for complex scenarios.
- Performance Optimization: Led performance testing efforts, boosting rule processing efficiency by 25% in the Insurance Eligibility Rule Engine project.
- Effective Defect Management: Utilized JIRA for streamlined defect tracking and reporting, reducing resolution time by 30% and ensuring seamless communication among stakeholders.

💡 TECHNICAL SKILLS

Tools: (Canva, Google Analytics, IBM Cognos Analytics, Kibana, GitHub, Postman, Tableau, Excel, Power BI, Jira, Google Cloud, Figma, MATLAB, PowerPoint, Outlook),

Languages: (Python, R, Linux),

Web Development: (Angular JS, React JS, HTML, CSS),

Databases: (MySQL, Oracle DB, MongoDB),

Learned on work: (Digital asset library, Service Requests, Infrastructure Updates, Customer Data Requests, Configuration Changes, Data Model Changes, Web-based applications, Market Research, Troubleshooting),

Work Proficiency (Digital asset library, Service Requests, Infrastructure Updates, Customer Data Requests, Configuration Changes, Data Model Changes, Web-based applications, Market Research, Troubleshooting),

Libraries (PyTorch, NumPy, pandas)

💡 FUNCTIONAL SKILLS

Product Strategy, Market Research, Roadmapping, Requirement Gathering, Feature Prioritization, Cross-functional Collaboration, Product Metrics, Communication, Project Planning, Scope Management, Risk Management, Stakeholder Communication, Resource Management, Change Management, Budgeting and Cost Control, Documentation

🎓 EDUCATION

Master of Business Administration in Digital Transformation and Analytics, University of Ottawa- Telfer School of Management

Sep 2023 – Sep 2025 | Ottawa, Canada

Bachelor of Technology in Electrical and Electronics Engineering,

Cochin University of Science and Technology

Apr 2014 – Apr 2018 | Kerala, India

CGPA: 3.36/4.0

💡 TEST SCORES

IELTS

8.0

GMAT
650