



SWAPNIL N KULKARNI

PRODUCT MANAGER / PRODUCT OWNER



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JOB OBJECTIVE

Drive impactful product leadership by leveraging a wealth of experience in delivering cutting-edge SaaS solutions across multiple industries, particularly in business process management & education technology.

CORE COMPETENCIES

Product Lifecycle Management
Market Research and Analysis
User-Centric Design Principles
Strategic Roadmapping
Stakeholder Engagement Strategies
Performance Metrics and KPIs
Risk Management and Mitigation
Change Management Processes
Innovation and Technology Trends
Advanced Product Management
Agile Methodologies
User Experience Design
Data Analytics and Visualization
API Development and Integration
Continuous Integration/Continuous Deployment (CI/CD)
Software Development Life Cycle
Customer Relationship Management

CERTIFICATIONS

SAFe® 6.0 POPM

Certified Scrum Product Owner (CSPO),
Scrum Alliance

TECHNICAL SKILLS

End-to-End Product Lifecycle Management
Building MVPs (Minimum Viable Products)
Wireframing & Prototyping
Execution and Delivery in Agile Frameworks (Scrum, Kanban, SAFe)

PROFILE SUMMARY

- Highly **experienced Product Leader** with a proven track record in delivering impactful SaaS applications across domains such as Business Process Management (BPM), Education, and e-Governance. **Holding a SAFe® 6.0 POPM Certification.**
- Specialized in the end-to-end product lifecycle management, including product discovery, **roadmapping, prioritization, and continuous improvement.**
- With extensive expertise in Agile and Scrum methodologies have a strong focus on team management, stakeholder collaboration, and delivering solutions that meet both customer needs and business objectives.
- Adept at driving product development acceleration, optimizing processes, and implementing **data-driven decision-making** to enhance product value.
- Comprehensive set of skills in product strategy, backlog management, sprint execution, and post-launch customer feedback loops to ensure continuous product growth and high user satisfaction.
- With extensive **experience leading cross-functional teams**, successfully managed MVPs, developed scalable products, and led teams in delivering high-quality UI/UX components and backend functionalities
- Demonstrated the **ability to lead projects to successful completion** within tight timelines, prioritize features effectively, and communicate product vision to both technical and non-technical stakeholders.

WORK EXPERIENCE

Product Owner / Product Manager | ParentPay India, Pune | 03/2023 - Present

- Managing and overseeing two core teams: the Platform Team and the Central UI Development (CUID) Team, ensuring continuous alignment with product objectives and delivery timelines.
- Driving product development acceleration by enabling the creation of reusable functionalities such as user management systems, document management systems, user permission management modules, and reusable front-end components.
- Leading the **Platform Team of 12 professionals**, including 6 backend developers, 2 front-end developers, 1 UX designer, 1 DevOps engineer, and 1 QA engineer, while fostering seamless collaboration and execution.
- Heading the CUID Team, consisting of 4 members—2 front-end developers, 1 UX designer, and 1 QA engineer—**dedicated to delivering high-quality, scalable UI components.**
- Facilitating the product discovery process by conducting competitor analysis, user interviews, brainstorming sessions, affinity mapping, feature prioritization, & scope definition.

Product Manager | Wipro Limited, Pune, India | 12/2021 - 03/2023

- Led the end-to-end development of the Wipro Vendor Portal from the ground up and managed **feature enhancements for the Wipro baseNXT platform.**
- Spearheaded the creation of the Wipro Vendor Portal, a SaaS solution enabling 200k+ vendors across Europe to submit and track invoices and payments, delivering the Minimum Viable Product (MVP) **within just 3 months, integrated with Wipro baseNXT.**
- Defined the product vision, roadmap, and strategy for the Vendor Portal, aligning it with business objectives and customer needs, and prioritized requirements to ensure effective execution.
- Authored **detailed user stories and acceptance criteria**, providing clear guidance to engineering, design, and QA teams to streamline product delivery.
- Cultivated strong cross-functional relationships, ensuring seamless collaboration with stakeholders and successful product launches.
- Strategically **managed feature enhancements for Wipro baseNXT**, a BPM platform supporting accounts payable and receivable processes for US and UK clients, handling over 3.5 million transactions annually.
- Collaborated **closely with engineering, design, and QA teams**, leveraging effective communication to ensure on-time feature delivery and maintain high customer satisfaction.
- Developed a Proof of Concept (POC) for AI-driven decision-making within baseNXT, demonstrating the potential for advanced automation and process optimization.

EDUCATION

University of Pune, Pune

MBA in Operations Management |

January 2012

GPA: **First Class**

SRTM University

Bachelor of Engineering in

Mechanical Engineering | January

2009

GPA: **First Class with Distinction**

(Gold Medialist)

Dayanand Science College, Latur

Higher Secondary Certificate (HSC) in

Science | June 2005

Specialization: Science

ACHIEVEMENTS & VOLUNTEER EXPERIENCE

- Recognized as MKCL's Outstanding Performer for two consecutive years: 2016-17 and 2017-18, demonstrating exceptional product leadership and contribution.
- Spearheaded the creation of a high-performing team at MKCL, fostering creativity and collaboration to establish an in-house video production unit dedicated to e-Learning projects.

SOFT SKILLS

- Communication
- Problem-Solving
- Leadership
- Team Player
- Time Management

PERSONAL DETAILS

Languages : English, Marathi,
Known Hindi

Date of : 17/02/1988

Birth

Product Manager | Maharashtra Knowledge Corporation Limited (MKCL), Pune, India | 04/2018 - 12/2021

- Managed a **Learning Management SaaS (LMS) product with 50K+** active learners, 3K+ learning centers, and 5K+ teachers across Saudi Arabia, Egypt, and India (Maharashtra, Odisha).
- Analyzed market needs and opportunities, driving the introduction of 30+ new features.
- Coordinated with two **independent teams (5 developers, 2 testers, 2 designers, 1 Business Analyst)** to overhaul the legacy LMS platform.
- Conducted user interviews and gathered requirements from stakeholders to define features, translate them into user stories, and manage product backlog refinements and prioritization.
- Negotiated sprint goals, **achieving a 20% reduction** in delivery time within a single quarter.
- Collaborated with architects, R&D, program managers, and other stakeholders to drive continuous improvement and adaptation of the platform.
- Implemented **AI-based solutions**, including an Expression Engine for content engagement evaluation and a User Inclination Testing Module for cross-selling, elevating the product's capabilities.

Agile Product Owner | Maharashtra Knowledge Corporation Limited (MKCL), Pune, India | 10/2015 - 04/2018

- Appointed as the **Single Point of Contact (SPOC)** for MKCL's Exam Engine Framework development, supporting 6 million users for nationwide implementation in Saudi Arabia.
- Led the transformation of the software, migrating from outdated Java technology to **a modern tech stack with Go Lang and MongoDB**.
- Coordinated efforts across 3 independent teams, including 8 developers, 2 designers, 2 Business Analysts, and 1 Product Owner.
- Managed product backlog refinements for two products simultaneously, ensuring alignment with business goals and user needs.
- Acted as the **key interface with the development team**, providing clarity on acceptance criteria and ensuring that deliverables met customer expectations.
- Led backlog grooming, prioritized iterations, and drove acceptance testing to ensure timely and successful delivery of product features.

Lead Business Analyst | Maharashtra Knowledge Corporation Limited (MKCL), Pune, India | 10/2014 - 09/2015

- Served as a liaison between clients, the engineering team, and management for the development of **MKCL's product offerings**, supporting 100K+ active users across 5K+ schools and colleges in Saudi Arabia and Egypt.
- Developed a comprehensive requirement matrix and led review meetings to prioritize requirements based on business needs.
- Gathered and **documented key information, including Vision, Use Cases, and Business Requirements**, to drive product development.
- Conducted brainstorming sessions and synthesized insights for senior leadership, identifying key business needs within the education sector for colleges.
- Appointed as the **SPOC to oversee the launch of new features** for the LMS and Exam Engine, serving clients in Saudi Arabia, Odisha, and Haryana.
- Collected user feedback to continuously improve the platform, resulting in the successful **launch of 100+ new product features**.
- Led review meetings to prioritize requirements in alignment with business objectives, ensuring that product developments were in line with client needs and expectations.

Associate Business Analyst | MKCL, Pune, India | 10/2013 - 09/2014

- Trained clients across multiple regions on new LMS and Exam Engine features, supporting **80K+ users and 5K+ learning centers**.
- Created dashboards/scorecards for strategic decision-making and board-level visibility.
- Analyzed data to identify growth opportunities and process improvements.
- **Collaborated with Program Manager, SMEs, and testers** throughout the development lifecycle. Assisted in requirement gathering, user case development, and market research for new feature development.

Management Trainee | MKCL, Pune, India | 10/2012 - 09/2013

- Implemented a Kanban system for functional support, **improving customer satisfaction by 2.5%**.
- Led UAT testing and created detailed test plans for the LMS.
- Provided functional support for production issues, ensuring seamless operations.
- Authored **Release Notes and developed User & Administrator Handbooks** for a 1M-strong LMS user base.