Pritha Bose
Certified Scrum Product Owner

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PROFESSIONAL PROFILE

With over a decade of experience in the travel domain, I bring a unique blend of technical acumen and industry-specific insights to my role as a Product Owner. Currently at Agilysys, I drive innovation in SaaS solutions, managing product lifecycles and optimizing HINT API integrations. Skilled in Agile methodologies, data governance, and compliance, I focus on delivering impactful, user-friendly solutions across domains. **Open to diverse domains.**

WORK EXPERIENCE

Senior Business Analyst, Agilysys, Chennai, India   11/2021 – Present

- Directed the strategy and roadmap for cloud-based Stay PMS, supporting over 100k rooms across major hotel clients, including Marriott International, Big Cedar, and Drury Hotels in the USA & UK.
- Collaborated with internal and external stakeholders, including engineering, UX/UI, and quality assurance teams, to gather feedback and ensure alignment with business goals, driving feature enhancements.
- Analysed requirements and prioritized features such as reservations, rate management, and reporting, crafting solutions and refining the backlog to enhance guest experiences and meet client needs.
- Enabled HINT API integrations between Stay PMS and its ecosystem products (Spa, Golf, POS, Catering, web check-in/out, Kiosk, Digital Key, and Housekeeping), enhancing hotel operations and capabilities.
- Focused on improving user experience for hotel staff and guests by implementing intuitive features like interactive tape charts, auto room assignment, digital key access, and real-time availability.
- Managed features to improve customer success, market growth, and reporting, leading to measurable improvements in CSAT, NPS, occupancy rates, ADR, and RevPAR.
- Led a scrum team of 12, managing scrum ceremonies (sprint planning, review, retrospective), including demos and presentations to customers and executive teams, while facilitating UAT and feedback.
- Created over 50 dynamic reports for Stay PMS, enabling hotels and resorts to gain insights into operations and drive strategic decision-making.
- Ensured Stay PMS adhered to industry standards such as USALI for financial reporting and accounting, as well as data privacy regulations.
- Gathered requirements and planned project initiatives, maintaining strong customer relationships and professional communication.
- Prepared SRS, BRD, FRD, and wireframes, proposing workflow solutions to clients and demonstrating projects effectively.
- Worked with various tools for publishing email and social media content, presenting metrics to the PMO on a weekly basis.
- Performed data analysis from various sources, mapping them to corresponding applications and facilitating cross-functional business requirement gathering sessions.
- Identified and addressed performance or quality gaps promptly, preparing written Business Requirements Documents (BRD) that met department standards, including regulatory, business, user, functional, and non-functional requirements.
- Tested and analysed defects, providing quicker fixes and keeping track of defects in TFS.
- Developed wireframes and prototypes for products and mobile applications using Balsamiq, Visio, and Axure tools.
- Vocalized solutions for more than 260 features, leading product features as a product owner.
- Demonstrated new features to various product teams, resolving queries from Development and QA teams as needed.
- Enhanced overall sprint deliverables by implementing novel ideas and initiating regular gatherings with product managers from different teams to explain upcoming features.

Previous Experience, Various Prestigious Hotels, India   06/2010 – 11/2021

- **Operations Manager:** Intercontinental Chennai-Mahabalipuram Resort; Taj Holiday Village Resorts & Spa, Goa; Park Hyatt Goa Resorts & Spa; The Lalit Golf & Spa Resort, Goa; Sheraton Grand Bangalore at Brigade Gateway, Bangalore; Trident Bandra Kurla, Mumbai
- **Front Office Management Trainee:** Hyatt Regency Bangalore

- **Roles involved:** Management, Administration, PMO, driving revenue growth, Ensuring seamless PMS integration, developing and implementing SOPs, managing hotel operations, overseeing guest satisfaction, and handling guest and team conflicts.

DOMAIN FLEXIBILITY

Open to leveraging my skills and expertise across any domain to drive business success and innovation.

SKILLS

Product Vision and Strategy: Product vision, Strategic planning, Competitive analysis, Product roadmap creation and management
Product Management: Product backlog management, User story creation, Prioritization and acceptance criteria, Requirement gathering, UX/UI principles, Customer journey mapping, Minimum Viable Product (MVP) development
Business Analysis: Requirement elicitation, validation, analysis, prioritization, Gap analysis, Cost analysis, Stakeholder mapping, Data modeling, Documentation
Data Analysis & Integration: SQL, data mining, database management, BI reporting and dashboards, HINT APIs
Project Management: Project planning, Stakeholder management, Quality control, Cross-functional collaboration, Change management, End-user support, Effort estimation, Weekly/monthly reporting, ERP implementations
Customer Engagement and Communication: Loyalty program formulation, Guest engagement, enrollment, and promotion, Excellent verbal and written communication skills, good customer service skills
Agile Methodologies: Agile frameworks (Scrum, Kanban), Sprint planning, Daily stand-ups, Retrospectives, Agile ceremonies participation
Technical Acumen: Performance metrics, Software development lifecycle (SDLC), API knowledge and integration, Monetization strategies, Root cause analysis, Backlog refinement
Tools and Technology: Azure DevOps, Jira, Confluence, Tableau, Power BI, MS Excel, MICROS (Point Of Sale Software), OPERA & STAY (Property Management Software), Google Analytics, MS Office, MS Visio, MS Workflow, Angular, Oracle DBMS, Oracle Forms & Reports, SQL
Domain/Functional Knowledge & Experience: Hospitality, Customer Success Management, Client Retention, Client Relationship Management, Client Onboarding, Cross-functional collaboration, Stakeholder management, Risk assessment, Customer acquisition, Product discovery, Digital strategy, Data analysis, Change management, Documentation and visualization, Team management and leadership, Quality assurance, Requirements gathering and analysis, Backlog management and prioritization, Acceptance criteria definition

ACHIEVEMENTS

Leadership and Team Guidance: Led a team of five individuals. Guided the team, aligned them with client needs, and fostered a deep understanding of the company's scope, enabling the provision of suitable solutions and strengthening client relationships.
Manager of the Quarter: Won Manager of the Quarter at Intercontinental Chennai-Mahabalipuram Resort for January 2020 to March 2020 quarter.
TripAdvisor Ranking Improvement: Drove TripAdvisor rankings and reviews for Taj Holiday Village Resorts & Spa, making it the No.1 Hotel/Resort in North Goa on TripAdvisor for a span of 4 months straight.
Top Performer in Loyalty Program Enrollment: Awarded the Top Driver in SPG (Starwood Preferred Guest Loyalty program) enrollment for December 2013 in the Asia Pacific Region with Starwood Group of Hotels (now part of Marriott International Group).
Exceptional Client Engagement: Demonstrated exceptional understanding of requirements, delivered market-aligned solutions, conducted extensive research, and engaged effectively with clients.
Drove Revenue Growth: Implemented a range of effective solutions for both existing and new clients, contributing significantly to the business by generating over $1 million in revenue within a single year.

CERTIFICATIONS

Certified Scrum Product Owner (CSPO), Scrum Alliance
AI For Product Management (AIC), Product School
Product Manager (PMC), Product School

EDUCATION

Masters in Travel & Tourism Management (MTTM), Indira Gandhi National Open

University

B.Sc. in Hospitality and Hotel Administration, Institute of Hotel Management, Catering

Technology & Applied Nutrition, Kolkata