

Sandeep Mishra

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PROFILE SUMMARY

- Accomplished Product Management Professional with 9 years of corporate experience, including 7 years of specialized expertise as a **Certified Scrum Product Owner®** in agile methodologies and business analysis.
- Adept at collaborating with cross-functional teams & stakeholders to define the product vision and roadmap, gather and analyze user requirements and ensure timely delivery of high-quality solutions.
- Rich experience working in SDLC methodologies – Scaled Agile (SAFE), Agile (Scrum) & Waterfall.
- Result driven product expert with extensive industry experience in developing & prioritization of product backlog, crafting strategic product roadmaps, managing requirement lifecycles, fostering effective cross-team collaboration.

SKILLS

Value Stream Mapping | Product Backlog Management | User Story Prioritization | Requirement gathering & Elicitation | Functional documentation: BRD, FRD, integration manual | Stakeholder Communication | Cross-functional Collaboration | Business process modelling | Customer Experience design | User acceptance test (UAT) | Functional training & knowledge sharing | Release planning and coordination | Risk analysis & change management | Data Migration | Rest & Soap API | UML Tools: MS Visio, Draw.io, Lucid Chart | Prototyping: Balsamiq, Figma | Business intelligence Tools: Power BI | Project management: JIRA, Confluence, FCC, MIRO | DevOps | Low Code - Outsystems | Cloud - AWS, Azure | MySQL | IOT

WORK EXPERIENCE

Technical Product Owner

November 2022 - Present

Xebia | Pune, Maharashtra

- Defined and communicated a cohesive product vision and strategy aligned with organizational goals, business objectives, and evolving customer needs, incorporating cloud-native technologies to enhance scalability and flexibility.
- Instrumental in managing business stakeholder relationships, adeptly mitigating risks and resolving conflicts, which directly contributed to an increase in Customer Satisfaction (CSAT) score from 4.1 to 4.7 for Xebia.
- Prioritized and managed the product backlog, aligning features and initiatives to strategic goals, ensuring efficient project rollouts, and crafting comprehensive documentation (including UML, BRD, DOR, Ready for Incubation, Rollout Plan, Integration Guide, and Epic Document).
- Led digital transformation initiatives and business process redesign efforts, implementing microservices-based architectures and cloud integrations (AWS and Azure) to drive significant business change and innovation.
- Developed and maintained product roadmaps, created tailored business solutions, and prioritized backlogs effectively, utilizing cloud infrastructure to support seamless scaling.
- Applied Scrum methodologies, leveraging tools like Fortes Change Cloud, JIRA, and Confluence for enhanced project collaboration and operational efficiency.
- Proactively identified and communicated product risks and cross-team dependencies to stakeholders, implementing cloud-based strategies for robust risk mitigation.
- Conducted quarterly Program Increment (PI) planning sessions, supporting the Program Manager and Onshore Delivery Head in Agile Release Train coordination, fostering cross-team alignment, and effective communication.
- Mentored and led a chapter of 6 Business Analysts across multiple teams, ensuring user stories were prepared and refined for N+2 sprint readiness and supporting BA responsibilities across programs.

PROJECT:

- Enhanced legacy Certification Platform and developed Common Components module including products like Product Management, Contextualization Framework & Centralised Document Management System for one of the top Nonprofit Organization in Europe.
- Azure SSO implementation for all modules of Client account & data migration from Outsystems applications to Azure ADB2C & Dataverse.

Senior Business Analyst

January 2022 - November 2022

Lodha | Pune, Maharashtra

- Successfully created **Business Requirements Document (BRD)**, **Functional Specification Document (FSD)**, training manuals and system Use cases for multiple Epics.
- Managed the requirement life cycle for the product including requirement gathering, analysis and creating user stories.
- Created screen mockups (prototyping) using **Balsamiq** and validating the designs with key business stakeholders.
- Experience of creating Features, Epics, User Stories, Activity diagrams, Product backlog, RTM (Requirement Traceability Matrix), Burn down Chart, RACI matrix.
- Planning Managing scope changes within a Sprint / Release by facilitating impact analysis and considering modifications

- to the overall plan
- Was responsible to set up Business process for projects in Pune region and track the conversion ratio for the same in **Salesforce**.

PROJECT:

- Development and integration of MyLodha Mobile App for post-purchase customer service and payment tracking.
- Integrated an IoT platform to ensure real-time data and reports collected from construction sites were seamlessly available and updated within the MyLodha application, enabling users to track construction progress efficiently.
- Enhancement of Lodha Connect platform for property listings management, sales process automation, and CRM integration.

Business Analyst

February 2020 - January 2022

Bramhacorp Ltd | Pune, Maharashtra

- Enhanced legacy systems within the HIGHRISE ERP, designing new Validation Rules, Approval Processes, and Workflows for automated lead routing, escalation, and Email Alerts.
- Created detailed process flows, use cases, and activity diagrams to streamline lead management.
- Developed IRIS (new product) from concept to deployment, an integrated solution for product presentation and inventory management, seamlessly linking it with HIGHRISE ERP.
- Conducted requirements gathering and created a comprehensive Functional Requirements Document (FRD) for the HIGHRISE-IRIS integration, specifying details such as inquiry, cost, base price, and APR.
- Led the full product lifecycle, managing internal business stakeholders and thoroughly analyzing business requirements, procedures, and limitations to drive new software development.
- Reviewed system capabilities, workflows, and scheduling constraints to ensure alignment with business goals.
- Conducted monthly customer profiling and campaign-based lead analysis using Power BI, delivering actionable insights to enhance the customer interface.
- Analyzed sales pipelines and trends, leveraging MySQL and Power BI to work with senior management in forecasting quarterly sales targets.

PROJECT:

- Development of IRIS product presentation and inventory management system integrated with HIGHRISE ERP for Bramhacorp's real estate projects

Business Analyst

November 2018 - February 2020

Puravankara | Pune, Maharashtra

- Collaborated with the team to upload and maintain sales metrics for project and inventory management in Salesforce, ensuring data integrity and accessibility.
- Managed the inquiry process by capturing promotional activities as campaigns, linking inquiries to these campaigns, and aggregating data from various sources, including the website, within Salesforce.
- Demonstrated a strong understanding of sales processes, including custom automation, pricing, and the configuration of reports and dashboards, while also overseeing data migration and ETL processes to ensure seamless integration and accuracy of sales data.
- Documented changes in the Functional Requirements Document (FRD) and created screen mock-ups for business and functional specifications using Balsamiq, facilitating clarity in design and development.

PROJECT:

- Implementation of Salesforce CRM to enhance project and inventory management for Puravankara's sales and marketing teams.

Business Analyst

September 2017 - November 2018

Kolte Patil Developers Ltd | Pune, Maharashtra

- Implemented lead and inventory management processes for SAP software and mobile applications.
- Utilized UML diagrams, including Use cases and Activity diagrams in MS Visio, for modeling requirements.
- Conducted requirement gathering, scoped projects, and performed GAP analysis for lead management processes.
- Assisted in documenting Business Requirements Documents (BRD) on CRM Tool, engaged with vendors for outsourced projects, and conducted stakeholder walkthroughs for sign-off processes.

PROJECT:

- Set up lead and inventory management system in SAP C4C to enhance customer engagement and sales effectiveness.

Electrical Engineer

October 2012 - November 2014

Fernas Construction Company Inc | Dahej, Gujarat

- Successfully executed the job of installation, testing, commissioning, of electrical equipment as per compliance according

- to the approved drawing.
- Prepared & analyzed site execution protocol, daily progress report, material status report, minutes of meeting with vendors & contractors.
- Indulged in addressing client meetings and making presentations on the current project proceedings by structuring & analyzing different site execution data & plans available beforehand.

CERTIFICATIONS

- IT BUSINESS ANALYST CERTIFICATION - COEPD, Endorsed with IIBA – 2022
- **CSPO®** - CERTIFIED SCRUM PRODUCT OWNER – Scrum Alliance - 2024

EDUCATION

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| • Post Graduate Diploma in Management - Marketing
Indira School of Business Studies Pune, Maharashtra, India | 2015-2017 |
| • Bachelors in Technology - Electrical & Electronics Engineering
Biju Patnaik University of Technology Rourkela, Odisha, India | 2007-2011 |

