Abhishek Mahale

Product Owner | Business Analyst

Experienced Product Owner and Business Analyst with a proven track record in leading product development, requirements analysis, and backlog management within Agile frameworks. Adept at collaborating with cross-functional teams to refine user stories, optimize business processes, and ensure seamless project execution. Skilled in managing stakeholder relationships, conducting root cause analysis, and delivering strategic solutions for claims management and other business operations. Proficient in JIRA, Agile methodologies, and UAT, with a strong focus on continuous improvement and driving impactful business outcomes.

✉ abhi.mahale47@gmail.com   📱 +91-80874 69861   📍 Pune, India

🎓 EDUCATION

Bachelor of Engineering (Information Technology)
Pune University

2015   *Percentage: 63%*

💼 WORK EXPERIENCE

Product Owner
Bajaj Group of Industries

01/2023 - Present
Achievements/Tasks

- **Requirements Analysis:** Conducted comprehensive requirements gathering and elicitation from business users and stakeholders to create detailed user stories in JIRA. Performed in-depth requirement analysis to prioritize and sort product features, ensuring alignment with the overall product roadmap.

- **Product Backlog Management:** Managed and refined the product backlog, defining and prioritizing backlog items based on stakeholder inputs, project goals, and Agile principles to optimize product development.

- **Cross-functional Collaboration:** Collaborated with cross-functional teams to ensure that user stories were well-defined and actionable for development and testing teams.

- **Sprint Tracking:** Monitored project progress by creating and analyzing burndown charts, ensuring that project milestones were met within set timelines.

- **Reporting:** Actively tracked and reported on project progress to stakeholders, providing transparency and aligning team efforts with business priorities.

- **Claims Management:** Analyzed and optimized business processes related to claims management, recommending actionable improvements to enhance overall efficiency and effectiveness.

- **Process Improvement:** Analyzed and optimized business processes related to claims management, recommending actionable improvements to enhance overall efficiency and effectiveness.

- **Stakeholder Engagement:** Engaged with all stakeholders on a daily basis, keeping them informed about progress, potential challenges, and the resolution of key issues to maintain stakeholder satisfaction and project momentum.

- **Vendor Management:** Negotiated contracts and managed vendor relationships to maximize value and minimize costs.

🛠 KEY SKILLS

Business Analysis & Implement Solution

Business Requirement Document (BRD)

Claims Management

BFSI Domain

Software Development Lifecycle (SDLC)

Test Scenarios and Test Cases

Defect Management

Bug Tracking

Business Process Improvement

Software Testing

UAT (User Acceptance Testing)

Root Cause Analysis

Cross-functional Collaboration

Product Backlog Management

Stakeholder Management

Waterfall Methodology

Scrum/Agile Framework

MVP (Minimum Viable Product)

Requirements Traceability Matrix (RTM)

Gap Analysis

SWOT Analysis

Workflow Diagrams

Market Research

Elicitation Techniques

Requirements Gathering

Client Engagements

Product Ownership

Root Cause Analysis

Change Management

WORK EXPERIENCE

Business Analyst
First Cry Private Limited

07/2021 - 01/2023
Achievements/Tasks

- **Agile Methodology & Sprint Participation:** Actively participated in all Agile ceremonies, including sprint planning, daily stand-ups, sprint reviews, and retrospectives, ensuring continuous improvement in project delivery.
- **Market Trends & Continuous Improvement:** Kept abreast of industry trends and competitive market analysis to proactively suggest enhancements and refine product functionality, ensuring that the product remains competitive and relevant.
- **Execution:** Led the execution of test cases, documenting test results meticulously and ensuring that issues were promptly addressed and resolved during UAT (User Acceptance Testing).
- **Stakeholder Engagement & Communication:** Engaged with cross-functional teams and stakeholders to ensure transparent communication, driving project alignment and success.
- **Process Improvement:** Analyzed and optimized business processes related to claims management, recommending actionable improvements to enhance overall efficiency and effectiveness.
- **Quality Assurance:** Worked closely with QA teams to ensure quality assurance processes were integrated into the development lifecycle, ensuring that all deliverables met business requirements and quality standards.
- **Continuous Improvement:** Promoted a culture of continuous improvement by implementing lessons learned from previous projects, optimizing processes, and improving overall product delivery efficiency.
- **Risk Assessment & Mitigation** Identified potential risks associated with project deliverables and business processes, conducting risk assessments and implementing mitigation strategies to minimize project impact.
- **Data Analysis:** Leveraged data analysis techniques to interpret complex data sets, identifying trends, patterns, and actionable insights to inform business decisions.

UAT / Scrum Master
Sysnik Private Limited

01/2021 - 06/2021
Achievements/Tasks

- **UAT Preparation:** Analyzed requirement specifications and collaborated with Business Analysts to derive comprehensive User Acceptance Testing (UAT) scenarios, ensuring alignment with project goals and business needs.
- **Requirement Analysis:** Developed detailed test scenarios and test cases for UAT, covering both positive and negative testing, and ensured all edge cases were considered for thorough validation.
- **Test Execution:** Conducted test case execution across various functional areas, including payment gateway transactions, verifying policy-related payment flows, and ensuring seamless processing within the BFSI domain.
- **Defect Management:** Logged defects and issues discovered during testing into Jira and other defect management tools, assigning them to relevant developers, and ensuring timely resolution to maintain project timelines.
- **Stakeholder Communication & Reporting:** Provided regular progress updates to the business team, sending detailed reports on the completion of UAT cycles and test results, while facilitating continuous communication between stakeholders and the development team.
- **Agile Practices:** Assisted in sprint planning, backlog refinement, and retrospectives, ensuring adherence to Agile best practices while driving continuous improvements in product quality and project delivery.

KEY SKILLS

User Stories

TECHNICAL SKILLS

Project Management Tools
JIRA, Mantis, Bugzilla, Azure, Redmine

Documentation Tools
MS Word, MS Excel, MS PowerPoint, MS Visio

Agile & Scrum Tools/Methodologies
Agile (Scrum), Burndown Chart, Sprint Planning, Retrospective Meetings

Testing & QA Tools
Manual Testing, Selenium WebDriver, Test Plan/Test Scenarios/Test Cases, UAT (User Acceptance Testing), Integration Testing, System Testing, Regression Testing, Change Request Testing, Payment Gateway Testing, Hardware Compatibility Testing

Database
SQL

Software Development Life Cycle (SDLC) Models
Waterfall Model

CERTIFICATES

Professional Scrum Product Owner
Scrum.Org

Scrum Master
Udemy

Project Initiative, Microsoft
Coursera

Certified IT Business Analyst
Coursera

Completed Software Testing, Manual + Automation selenium Course
Mind Scripts

PERSONAL DETAILS

Date of Birth: 16-10-1991

Gender: Male

Nationality: Indian

Marital Status: Married

WORK EXPERIENCE

UAT / Scrum Master
Clover Infotech Private Limited
01/2019 - 01/2021
Achievements/Tasks

- **Requirements Collaboration:** Engaged closely with Business Analysts (BA) to discuss and refine requirements, ensuring alignment with business objectives and project deliverables.
- **Test Planning and Estimation:** Led the development of comprehensive test plans, including effort estimation and requirement analysis. Coordinated with cross-functional teams to ensure test coverage and addressed key project milestones using Agile methodologies (Scrum).
- **Scrum Facilitation:** Managed a team of 10 members, including QA and development personnel. Actively participated in daily Scrum calls, facilitating the removal of impediments.
- **Requirement Traceability:** Prepared and maintained Requirement Traceability Matrices (RTM) for new business modules to ensure all requirements were tracked throughout the SDLC.
- **Team Transition:** Led team transition efforts to onboard and align teams with updated project goals and system enhancements.
- **Business Information Gathering:** Gathered detailed information from the business team and worked closely with the BA team to design and develop realistic test scenarios, supporting effective User Acceptance Testing (UAT).

Software Test Engineer
Asset Vantage
09/2016 - 12/2019
Achievements/Tasks

- **Hardware Compatibility Testing:** Conducted extensive hardware compatibility testing to ensure the software's seamless integration with various hardware components, identifying and resolving any compatibility issues.
- **Stakeholder Collaboration:** Actively participated in discussions with cross-functional teams, contributing to root cause analysis for any identified issues.
- **Defect Tracking & Management:** Utilized Redmine and other defect management tools like JIRA, Bugzilla, and Mantis to log, track, and manage issues, ensuring prompt resolution and maintaining a high standard of software quality.
- **Continuous Improvement:** Documented test results and reported software defects and test progress to key stakeholders, ensuring transparency throughout the Software Development Lifecycle (SDLC).

QA Engineer
Game Cloud Technologies
10/2015 - 08/2016
Achievements/Tasks

- **Platforms & Environment Testing:** Conducted comprehensive testing on multiple platforms including Android and iOS, ensuring seamless performance across different devices and operating systems.
- **Game Testing:** Evaluation Performed thorough game testing for mobile and desktop platforms, focusing on gameplay functionality, UI responsiveness, and overall user interaction.
- **Bug Reporting:** Identified, tracked, and reported bugs through bug tracking tools, providing detailed documentation and steps for reproduction.
- **Issue Tracking:** Worked closely with cross-functional teams to ensure timely resolution of game-breaking bugs, enhancing product quality before release.

DECLARATION

I hereby declare that all the information given above is true and correct to the best of my knowledge.

Abhishek Mahale

LANGUAGES

English
Native or Bilingual Proficiency

Hindi
Native or Bilingual Proficiency

Marathi
Native or Bilingual Proficiency