

SAGAR SNAYAK

Senior Associate Consultant / Product Owner

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SUMMARY

- I am a candidate with a passion for crafting innovative solutions. With over 7 years of experience in B2B telecom and blockchain technology and a proven ability to communicate with internal and external company leaders I have developed a knack for leading product execution and embracing collaboration among stakeholders and drive functions in ambiguous environment.
- My expertise lies in optimising project efficiency, enhancing transparency analytical and problem-solving skills, getting the work done seamlessly. I am excited to leverage my skills to the next level, and be called - a Product Manager with strong relationship building skills along with an ability to demonstrate a drive for results shaping company's vision and strategies that delight customers and improve their daily lives and drive business growth.

WORK EXPERIENCE

3. Infosys Limited - *Senior Associate Consultant (Blockchain), Product Owner* [Feb 2023 - Present]

- ⇒ Collaborating with cross-functional teams to enhance project efficiency by 20% using Agile methodologies
- ⇒ Understanding requirements creating Epics, User stories with proper acceptance criteria, and detailed requirements for development teams and prioritizing features/items using Prioritization frameworks/techniques.
- ⇒ Work closely with stakeholders to gather input, validate ideas, resolve conflict if any and prioritize features
- ⇒ Participating in Scrum events like dail standups, sprint planning, backlog management, work as per SDLC.
- ⇒ Conducting testing /review sessions and internal A/B testing in design to validate product decisions.
- ⇒ Managing MVP development and iteration in Scrum team and participate in Scrum events representing and ensure product improvements align with client feedback/ user requirements.
- ⇒ Collaborate with designers/frontend to create intuitive and visually appealing interfaces.
- ⇒ Contributed to Ethereum-based Variable Capital Company (eVCC) model development, enhancing transparency in digital asset networks.

2. Route Mobile Limited - *R&D Associate (Blockchain)* [Nov 2021 - Jan 2023]

- ⇒ Contributed to the R&D team, driving innovation and growth through fastpaced cutting-edge Industry trends & technology like AI etc.
- ⇒ Successfully documented complex research findings in a user-friendly language clear and thoughtful documents.
- ⇒ Discovered, tested, and validated use cases in Blockchain to optimise product performance, ensuring our solutions meet customer needs.
- ⇒ Conducted in-depth analysis of new startup product/software features and market research, providing valuable insights to inform strategic decisions.
- ⇒ Delivered persuasive presentations to senior leadership, showcasing the potential value of our use cases.

1. TCS - *Senior System Engineer* [Oct 2017 - Oct 2021]

- ⇒ Executed billing cycles, ensuring seamless end-to-end billing for customers and optimising revenue processes for maximum efficiency.
- ⇒ Resolved customer queries efficiently, addressing PR, SR, and Incident Tickets in a timely manner, ensuring high customer satisfaction.
- ⇒ Facilitated collaborative sessions, managing customer expectations, and ensuring work is aligned with the enterprise goals and objectives
- ⇒ Managed customer feedback and user experience, iterating on product features and aligning with performance monitoring strategies.
- ⇒ Conducted knowledge transfer sessions on RBM (Rating & Billing Manager) for new team members, ensuring a smooth onboarding.
- ⇒ Collaborated with the RPA team & CRM to implement end-to-end automation initiatives, enhancing product efficiency & workflows.
- ⇒ Led RPA product lifecycle processes, including monitoring product performance metrics, analyzing feedback,
- ⇒ Used previous historical data and successfully executed data reprocessing, resulting in a quarterly revenue recovery of 0.3M INR.
- ⇒ Acted as single point of contact, providing expert guidance for questions, clarifications, and decisions related to the product.

Freelance SMA - Blockchain [6 Months]

CERTIFICATIONS

- Product Management by Great Learning
- Product Marketing by Great Learning
- Product Management Basics by Pendo x mind the Product
- Internal Scrum and PM certifications.
- Certified in Blockchain, with hands-on experience in Ethereum and Hyperledger Fabric.

EDUCATION

- Bachelor of Computer Applications (BCA) → 77% (4.39 / 6.0) | [2014 - 2017] | Solapur University

SKILLS

- ❑ **Technical:** Blockchain, Hyperledger Fabric, Ethereum, SQL, JIRA, Figma, Miro, Github, Gitlab, MS Office and Google tools, AI Tools.
- ❑ **Soft:** Stakeholder Management, Interpersonal Skills, Leadership, Creative thinking, Technical Documentation, Agile methodology.
- ❑ **Relevant:** Project Management, Product Management, User Research, Analysis and problem-solving, Cross-Functional Team Collaboration, Presentations, Consulting, User Empathy, Excellent Written and Oral Communication.

"It is always the START that requires the greatest effort".