

# Krishnakant Gaud

## Product Owner

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### Professional Summary:

- Experienced and versatile **Product Owner** with 10+ years of expertise in driving product excellence across various domains, “AI/ML”, “E-commerce”, “Supply chain”, “Sustainability & Climate”, “Design Systems”, “Consulting”, “RPA” & “Intelligent Automation”
- Adept at bridging business needs with technical solutions, delivering customer-focused products, and excelling in **Agile/SAFe environments**
- **Product Ownership & Agile Expertise:** Extensive experience in managing product backlogs for Scrum teams, defining clear user stories and acceptance criteria, and ensuring alignment with business objectives in an Agile and SAFe environment
- **Prioritization & Conflict Resolution:** Skilled in effectively managing conflicting priorities, addressing last-minute requests, and ensuring team productivity despite blockers and dependencies
- **Strategic Roadmap Planning:** Proven expertise in collaborating with stakeholders to develop strategic roadmaps, ensuring readiness for upcoming objectives while balancing customer needs with technical feasibility
- **Technical Proficiency:** Experience in working with tools like Rally, Confluence, Lucidchart, and Microsoft Suite for customer journey mapping, backlog grooming, and collaborative planning
- **Governance & Compliance:** Adept at serving as a governance liaison, ensuring adherence to organizational standards, best practices, and maintaining transparency to mitigate scope creep
- **Analytical and Problem-Solving Skills:** Bridging business needs with technical solutions through data-driven insights and actionable recommendations for product improvement
- Good knowledge of CRS systems, pricing strategies, revenue management and channel distribution

### Summary of skills:

- |                               |                             |                             |
|-------------------------------|-----------------------------|-----------------------------|
| ❖ Product Management          | ❖ Sprint Planning           | ❖ SQL, Tableau & Power BI   |
| ❖ Agile Methodology           | ❖ Release Management        | ❖ Jira, Confluence & Trello |
| ❖ SDLC                        | ❖ Risk Assessment           | ❖ User Acceptance testing   |
| ❖ Product Roadmap             | ❖ Data Analysis & Visualize | ❖ Database Management       |
| ❖ Product Backlog             | ❖ Microservices             | ❖ Cloud Applications        |
| ❖ Epics & User stories        | ❖ System Integration        | ❖ GenAI/AI/ML               |
| ❖ Non functional requirements | ❖ Stakeholder Management    | ❖ Conflict Resolution       |
| ❖ User Scenarios & Personas   | ❖ Gap analysis              | ❖ Continuous Improvement    |

### Professional Experience:

#### **PRODUCT OWNER | SEP 2022 - PRESENT | GLOBANT, PUNE**

- **Product Leadership & Governance:** Successfully led multiple Scrum teams, aligning product deliverables with strategic business objectives.
- **Collaboration with Stakeholders:** Built strong relationships with cross-functional teams, including Product Managers, developers, and stakeholders, ensuring seamless communication of priorities and requirements.
- **Backlog Management:** Successfully prioritized and maintained product backlogs, ensuring alignment with business objectives and delivering value to stakeholders.

- Anticipated and addressed challenges in real-time, maintaining transparency around project budgets, timelines, and risks.
- **Performance Optimization:** Analyzed team performance metrics and identified opportunities for process improvements, leading to enhanced efficiency and on-time deliverables.
- **Innovative Product Enhancements:** Delivered actionable recommendations for enhancing product offerings, driving measurable improvements in customer satisfaction and operational efficiency.
- **Governance & Accountability:** Acted as a liaison for governance practices, upholding high standards and ensuring project compliance with organizational standards.
- **Stakeholder Alignment:** Facilitated regular updates and transparent communication, effectively managing scope, budget considerations, and potential delays.
- Maintained Technical Documentation, new-user training materials, release notes, and communication.
- Actively lead UAT testing, validating and approving all the possible scenarios before PROD release to the client.

## SENIOR BUSINESS ANALYST | DEC 2018-AUG 2022 | DUNZO DIGITAL PVT. LTD., PUNE

- Proficiency in requirement facilitation:existing data analysis, conduct design workshops, scrum meetings, conference calls, review meetings, process design walkthroughs.
- Enhanced the replenishment capabilities by creating seamless and customizable user experience on web and mobile thereby maintaining Minimum Order Quantity and minimize wastages
- **Customer Journey Mapping:** Utilised tools such as **Lucidchart** to visualize customer needs and optimize user experiences.
- Supported other teams by providing product expertise and assistance to “Customer Support”, “Sales Team” & “Account Management Team”.
- Coordinating and interacting with the UX team for mock ups and designs. Interacting with the Development team and QA team and providing walkthroughs for user stories for upcoming sprints.
- Have worked on B2B and B2C based Supply Chain and Order Management System, Warehouse Management System and other platforms for tracking inventory and replenishment.

## BUSINESS ANALYST | NOV 2016-NOV 2018 | ZOMATO MEDIA PVT. LTD., PUNE

- Acting as SME to business stakeholders and other team members and working with cross-functional teams in Product, Analytics, Demand and Supply.
- Gathering business requirements and creating the functional specifications in the form of user stories.
- Conducted workshops/interviews for “Customer Engagement” with merchants/vendors to gather feedback on the existing application.
- Captured As-Is state of existing process through Visio, facilitated workshops to capture complete and meaningful use cases.
- Worked on B2B products like Zomato Merchant Dashboard which was used by the restaurant partners to track their account's overall performance WoW / MoM on the platform.
- Created product documentation, user flows, wireframes and managed features using Agile tools (ADO, Jira, Confluence & Trello) for clear communication and tracking

## ACCOUNT MANAGER | JUNE 2014-OCT 2016 | GREENLAM INDUSTRIES LTD., PUNE

- Managed an extensive channel network of dealers and distributors in retail and project segments for the complete product portfolio of “Greenlam” and “NewMika”.
- Facilitated programs for the network clientele to generate and achieve secondary sales numbers.
- Rewarded as the top performer in the country for overachieving primary as well as secondary targets assigned.

**Education:**

**MBA | APRIL 2014 | BALAJI INSTITUTE OF MODERN MANAGEMENT, PUNE**

★ Major: Marketing Management

★ Score: 75%

**BBA | APRIL 2012 | RDVV UNIVERSITY, JABALPUR**

★ Major: Marketing Management

★ Score: 77%