

Arshjot Kaur

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SUMMARY

Strategic Product Owner with a history of delivering three innovative products, driving 35% team productivity gains, and maintaining a 95% on-time project success rate.

WORK EXPERIENCE

Product Owner, TestingXperts, India

May 2019 – April 2021

- Accomplished a 15% increase in user engagement by delivering three products for a B2B eCommerce website, utilizing Agile and Scrum methodologies, and closely aligning with the product vision and roadmap.
- Demonstrated leadership in driving the product vision through active participation in Scrum meetings, yielding a 35% increase in team productivity.
- Orchestrated seamless project delivery with a 95% success rate by prioritizing product goals, managing the product backlog effectively, and exceeding customer expectations.
- Implemented cost-effective resource allocation practices, achieving annual cost savings of \$50,000.
- Collaborated closely with end-users and stakeholders, actively gathering feedback during UAT phases to ensure products met user expectations and business requirements.

IT Analyst, Concordia University, Canada

September 2022 - Present

- Secured a 25% process optimization by applying a profound understanding of business processes and user requirements to analyze existing IT systems through the implementation of strategic improvements.
- Configured audio-visual systems for 30+ on-campus events, ensuring seamless presentation and optimized event experience.

Infosys, Test Engineer, India

March 2015 – November 2017

- Automated test artifacts, improving efficiency in defects and resolution by 60%.
- Executed 2000+ test cases, identifying and resolving 98% of critical defects before production release.
- Ensured software compatibility across various browsers, devices and operating systems increasing productivity by 80%.
- Maintained detailed test documentation, including test cases, test scripts and test data to align with project goals.

Software Tester, Tech Mahindra, India

May 2013 – February 2015

- Improved test coverage by 40% through creation and execution of automated test scripts.
- Achieved a 90% success rate in identifying and resolving functional and performance issues before release.
- Defined and tracked quality metrics and KPIs to assess software quality, improving overall project performance by 80%.

LEADERSHIP AND PROJECT

Product Management, Brie Board:

Captured requirements from 50+ potential customers, creating a prototype for blind students to facilitate inclusive classroom reading.

EDUCATION

Concordia University, Canada

M.Eng. in Quality Systems Engineering

Graduation Date: Oct 2022

SKILLS

- Agile, Scrum, Product Backlog Management, Sprint Planning & Execution, Product Vision & Strategy, Business Requirements Gathering, Stakeholder Relations, UAT.
- Tools – Jira, Confluence, UX Design, SAP Commerce Cloud, qTest, HP ALM, SQL Server, MS Office, Postman, Lucidchart, Figma, UserVoice.
- Certifications – Jira Fundamentals, IBM Design Thinking Practitioner.