Chetan Hireholi

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Summary: I am a skilful Product Owner / Product Manager working on enterprise products in healthcare. I seek a consumer-focused organization and I have the consumer science, leadership, technical and design skills required to operate at the given expectations.

Competencies:

Behavioural competencies: Business insight, customer focus, decision quality, plans & aligns, collaborates, balancing stakeholders, manages ambiguity, communicates effectively.

Functional competencies: Consumer science, requirements engineering, lean / agile software development, documentation skills, effort estimation skills.

Certifications:

SAFe® 5 Product Owner / Product Manager *(February 2022)*

AWS Solutions Architect Associate - SAA-C02 *(October 2020 - October 2023)*

ITIL Foundation Certificate in IT Service Management *(December 2016)*

Experience:

Software Product Owner   *December 2021 - Present*
Philips Healthcare

- Kick started a new product journey: 'Philips Remote Connectivity Workspot'. Prepared a plan, aligned with the organisation roadmap, groomed top features and the project is on its way for its first proto release in Q2-Q3 2023.
- Lead 'Staging/User Acceptance Testing' Validation: Liaising between Stakeholders and Engineering team. Conducting stand-ups to triage and discuss feedback. Tracked and prioritized defects.
- Contribute to program increment planning, program backlog refinement, and preparation / prioritization of portfolio backlogs to continuously synthesize into program backlog and then to team backlog. Draft the team's specific objectives for the program increments.
- Consumer Science: Generate insights and take actions on feedback collected via quarterly Surveys and Net Promoter Scores.
- Coordinates with peer product owners on content dependencies, content deliverables and facilitate inter-team dependencies in the respective sprints.
- Conduct Sprint demos and Program Increment demos for Stakeholders and Portfolio Management respectively.
- Some of my important Key Performance Indicators for 2022:
  - 85% User Stories completed as planned.
  - Target vs. actual rework due to feature/functional rejects by the customer (defect count): average of < 10 Production defects per release.
  - 90% of User Stories meet Definition of Ready for PI and Sprint planning.
  - Survey result: Net Promoter Score of > 8/10 *(on scale of 1-10)*
- Perform Q&R documentation following the Philips Excellence Process Framework.
- Regular sync-ups with peer product owners and product manager to discuss best practises.

DevOps Engineer and DevOps Product Owner   *January 2020 – November 2021*
Philips Healthcare

- Architected and implemented an automated deployment framework using Jenkins and Python for Philips IOT and Analytics platform. Extended this framework to 'one-click' direct deployments to Cloud Foundry and AWS EC2 instances.
- Take Ownership to deliver Fast and Customers First attitude: Acting as a Product Owner and Developer to develop designs and strategies for Continuous Deployment frameworks for Philips Idea-To-Market projects on AWS-enabled environments.
- Collaborate with the Engineering teams, Quality Assurance, Management and Business Units to deliver high-impact deployment and reporting solutions.
- Involved in discussions with solution architects to design end-to-end continuous delivery strategies for Philips IOT platform

- Develop strategic relationships with key stakeholders to understand Philips' Remote Service Workspot and develop operational roadmaps. Lead quarterly business feedback and executive sessions to better understand business and technical needs.
- Mentored a batch of interns, conducted hiring interviews and did hundreds of readability reviews.

Software Engineer 2   *April 2018 – March 2020*
Philips Healthcare

- Architected and implemented a real time production monitoring framework using Prometheus, Grafana, Slack and PagerDuty by replacing New Relic. This proved to be cost efficient and saved around $110k of licensing cost.
- Played a key role in driving and managing a board including various Scientists, Remote Monitoring Engineers and Stakeholders where critical production issues are discussed and deployed proactive and predictive machine learning models on On-Premises/Cloud environments.
- Quality & Integrity Always: Performed software tool validation to support Philips Q&R standards.

Project Trainee – Software Engineer 1   *July 2015 – March 2018*
Philips Healthcare

- Played a key role in on-boarding ServiceNow to the Production environment. Was involved in various activities such as: gathering requirements, setting up end-to-end workflows, validation, passing on knowledge to the teams and communicating to stakeholders.
- Managed multiple project-specific tickets with a focus on detail. Was involved in troubleshooting P1 - P4 customer bugs and incidents. Proactively communicate ticket resolutions to customers and stakeholders
- Developed best practices based on learnings from customer engagements. This increased team productivity by 40%.

Technical skills:

Languages:	Python, SQL, Bash, Groovy *(Most to Least Proficient)*
Technologies:	Docker, Cloud Foundry, Jenkins, Prometheus, Grafana, AWS Services, Terraform
Project Management tools:	Microsoft Azure Dev, Trello, Confluence, Service Now, Jira
Microsoft Office:	Microsoft Excel, Microsoft PowerPoint, Microsoft Word, Microsoft Power Automate
Product Lifecycle Management:	Windchill

Education:

Master of Technology (M.Tech), Software Engineer   *June 2014 - August 2017*
PES University
3.7/4 GPA

Bachelor of Engineering (B.E), Computer Science   *June 2010 – May 2014*
Visvesvaraya Technological University
3.3/4 GPA

Personal Vitae:

Citizen: India
Birth: January 1993, India

Permanent Resident: Canada