# **Janhavi Iyer** TX(Willing to Relocate) | 313-463-0371 [janhavi.iyer27@gmail.com](mailto:janhavi.iyer27@gmail.com) | [LinkedIn](http://linkedin.com/in/janhavi-iyer/)

**AGILE PRODUCT OWNER/MANAGER**

*SAFe POPM certified with 10 years of professional experience in product management and ownership roles. Proficient in writing user stories and defining acceptance criteria, ensuring clear communication between development teams and stakeholders*

# PROFESSIONAL SUMMARY

* Highly motivated Product Owner with a strong background in feature and data analysis, communicating with business value to partners and stakeholders leveraging customer experience insights to drive product launches
* Developed and delivered comprehensive reports, proposals, requirement flowcharts, use cases documentation, and market end-users, stakeholders, and developers and software systems quality assurance (UAT) teams from scope through delivery by developing business product road maps in the Finance, Insurance, Healthcare, and e-payments ACH domains.
* Proficient in creating interactive flow diagrams using Figma and other design tools, validating UI/UX designs through workflow creation, and creating functional requirement documents for Salesforce roadmap development
* Demonstrated expertise in the financial services and Insurance (B2B) sectors, specialization on virtual credit cards, B2B budgets, Disputes and Reconciliation credit and Fenergo APIs in digital banking other e-commerce fintech project
* Skilled in managing the entire lifecycle of digital product design from conception to iteration, with a deep understanding of regulatory compliance, tech debts in agile methodologies as per business readiness in industry trends. Environment
* Proficient in integrating Salesforce CRM with Financial Processes, pricing, sales, life insurance, technical teams, systems analysis and collaborating closely with Salesforce Administrators and providing direction to the software systems
* Specialized in developing and data analytics, workflow rules, key performance indicators (KPIs) for software engineering as per business strategy in sales processes path planning on Fraud expectation management
* Exceptional product vision with positive and ambitious skills, problem-solving skills with a proven track record in delivery excellence with successful outcomes in a complex agile environment.

# TECHNICAL PROWESS

* **Change Management & Analysis**: Change Management, Impact Analysis, Technology Solutions, Risk Analysis, Cost-Benefit Analysis, Feasibility Analysis, SWOT Analysis, JAD Sessions
* **Cloud Services**: Salesforce Cloud, Amazon Cloud Services (AWS), Snowflake, SAP ERP, Netsuite, Adobe Analytics
* **Software Development Methodologies**: Agile-Scrum, Waterfall, Waterfall-Scrum Hybrid, SAFe, Kanban
* **Tools for Development and Testing**: Datadog, Dynatrace, SQL Queries, DocuSign, Splunk, Postman, Load Runner, ZenDesk, MS Project, JIRA, Rally, Confluence, Swagger, Rest Apis & SOAP API,, MS Visio, Lucid Chart, ITIL, Balsamiq, Figma, MS Teams, Azure DevOPs, SharePoint, Snowflake, Informatica, Tableau, Cognos, and BO.
* **Data Integration and Management**: SSIS, AWS DMS, AWS Glue, Data Marts, Fenergo SaaS (Fen-x), OLAP, Multidimensional Analysis, OLAP Operations, MySQL, AWS Athena, Oracle SQL, PostgreSQL
* **Business Intelligence and Analytical Tools**: Tableau, Power BI, AWS Quicksight, MicroStrategy, Snowsight
* **Specific Tools & Technologies**: Service Now (CSM, ITIM, Custom Applications), Microsoft Office Suite (Word, Excel, PowerPoint), SnagIt, TFS

# ORGANIZATIONAL EXPERIENCE

**USAA as Agile Product Owner, Portfolio: Banking and Insurance Nov 2023 – Aug 24**

* **Strategic Product Management:** Orchestrated the strategic trajectory of an API product, meticulously prioritizing features while devising visionary plans for system enhancements with a focus on advisor services
* **Market Intelligence and Stakeholder Engagement:** Led exhaustive market intelligence initiatives and forged robust partnerships with stakeholders. Developed real-time and batch processing pipelines in GCP Dataflow for accruing and transforming large-scale healthcare data, ensuring efficient handling of records, billing, and claims data.
* **Technological Innovation:** Pioneered the integration of SLO Dashboards within Datadog, instigating a paradigm shift in visualizing and dissecting critical performance indicators, fortifying API infrastructure and augmenting end-user journey
* **Managed end-to-end Product Development:**.Proficient in Jira for tracking progress, managing backlogs, and facilitating Agile ceremonies with experience leading agile ceremonies such as team demos, retrospectives, and backlog grooming, ensuring continuous improvement.
* **Cross-functional Collaboration:** Fomented synergistic collaborations across multifaceted teams to ascertain requisites, architect API endpoints, and conduct testing across diverse platforms. Worked closely with UI/UX, graphic design team, and Customer service management to identify dependencies and innovative goals for WEB/ Mobile based products
* **Incident Resolution and Root Cause Analysis:** Innovated the generation of comprehensive bug reports, delving deep into the intricacies of production for Care Gaps. Utilized Adobe Analytics and Databricks to validate web analytics data against Snowflake data stores, ensuring accuracy and consistency.

**Texas Capital Bank as Product Owner: Banking and Telecommunications Apr 2023 – Nov 2023**

* **Requirement Identification:** Spearheaded Led business unit requirement discovery, crafting project and process specifications, and managing testing efforts. Reported a 37% increase in payment fraud via ACH debits.
* **Scrum Engagement & Meeting Participation:** Managed the product backlog (PBIs) for two Agile Scrum and Azure DevOps teams. Drove preparation and participation in PI Planning, maintaining the sprint backlog, defining and accepting iterations and user stories, and supporting iteration planning.
* **Backlog Prioritization & Refinement:** Utilized strategic prioritization techniques for integration efforts for critical mortgage systems, including Point of Sale (POS), Loan Origination Systems (LOS), and Automated Underwriting Systems (AUS), improving loan processing speed. Successfully implemented Cloud Technology Services on GCP and Databricks, improving system reliability, scalability, and performance for large datasets.
* **Software Solution Design & Integration:** Drove design Solutions, testing of software solutions interfacing snowflake modules architecture and codes/queries of the existing implementation with internal/external service management.
* **Optimized Cash Management processes:** Tracked key performance indicators (KPIs) to measure product success, overseeing the development of mortgage origination and servicing platforms, improving efficiency by 30%.
* **Data Analysis and Reporting:** Performed data analysis using SQL queries within GCP to identify trends, discrepancies, and process improvements, driving data-driven decision-making.
* **Documentation & Project Tracking:** Documented requirements, tracked risks, in Rally, Confluence, and MS Project. Creating, validating and reviewing solutions by converting existing workloads from CRM based Azure Cloud Environment

**Bittrex Inc., Seattle as Tech Product Owner Cryptocurrency and Payments Trading Apr 2022 – Feb 2023**

## 

* **Strategic Partnership for Fraud Detection:** Engaged in strategic scalability to address a 37% increase in payment fraud, leveraging behavior-based fraud of innovative crypto product strategy, including decentralized financial applications (DeFi) solutions, non-fungible tokens (NFTs), and decentralized autonomous organizations (DAOs) within the Web 3.0 ecosystem..
* **Market Analysis and Strategy:** Adept at conducting competitive analysis, emerging trends adoption, designed and optimized SQL queries on Google BigQuery for large-scale data analysis of data and financial transactions, improving fraud detection mechanisms and billing accuracy.
* **Technical Requirements Proficiency:** Strong background in APIs development and backend infrastructure. Ability to manage and maintain network operations, troubleshoot issues, and perform maintenance checks.
* **API Framework Expertise:** Led the service design and implementation of Web Services API risk score framework that enhanced the integration of crypto assets and payment management information systems
* **Conducted User Testing:** Performed thorough user acceptance testing of the application at various stages, providing critical assessments and creating test Scenarios ensuring seamless and secure data analysis exchange between platforms

**American Express as Tech Product Owner, Portfolio: Banking and Telecommunications Mar 2020 – Mar 2022**

## 

* **Led and Managed Agile Scrum Teams:** Led the product backlog for two Agile Scrum teams in a fast-paced and managed projects with product management team to drive continuous improvements across the mortgage servicing pipeline software platforms including POS and LOS ensuring high-quality deliverables and increasing process efficiency.
* **Design and System Reliability**: Managed the end-to-end software development lifecycle for mortgage services, leveraging GCP for data storage, processing, and analytics.
* **Data Mapping & Product Documentation**: Generated comprehensive Data Mapping Documents within Confluence, detailing source-target mappings and data interfaces to fulfill backlog priorities. Also used Adobe Analytics to compare web analytics data with data in Snowflake for validation.
* **Technical Expertise**: Managed the end-to-end software development lifecycle (SDLC) for mortgage services, leveraging GCP and Databricks for data storage, processing, and scalable analytics. Built and optimized data pipelines within Databricks for special loans management, including adjustable-rate mortgages, balloon payments, and loan modifications.

**Anthem Inc. as Tech Product Owner, Portfolio: Healthcare Jan 2019- March 2020**

* **Strategic Roadmap Management:** Troubleshoot issues with life insurance claim records from healthcare providers to ensure billing and invoicing features, driving continuous improvement based on customer feedback and analytics.
* **Software Product Lifecycle Optimization(SLDC):** Experience with the Graphical User Interface applications, Member portal, Provider portal, Mobile apps and healthcare documentation applications. Leveraged Databricks for large-scale data processing, enabling better analysis of healthcare claims and patient data.
* **Cross-Functional Collaboration:** Managed product backlog and prioritization for SOR-related projects, aligning with business objectives and regulatory requirements. Implemented cloud technology services on GCP, improving system reliability and performance.
* **Deployment and Implement:**Managed product backlog and prioritization for SOR-related projects, aligning with business objectives and applied knowledge of the FHIR framework to streamline healthcare interoperability solutions, enhancing system reliability and data flow.

**Old Dominion University as Project Business Analyst, Portfolio: Services Industry Dec 2016 – Aug 2018**

* **Process Flow and Lifecycle:** Managed the team and the entire product lifecycle, from strategic planning to data mapping activities using MySQL as databases. Plan and execute market research offers for products and implement the same with the SAP system. Creating a platform for sales-assisted and self-service and displaying the same in the SAP system.
* **Mitigating Risk:** Implemented automated solutions for cash flow monitoring, reducing manual errors and enhancing operational efficiency. Conducted regular reviews of special loan portfolios to identify and mitigate risks, ensuring the stability and performance of the loan portfolio.
* **BRD and EPIC:** Documentation business requirements meetings to understand the project convert it into features and stories in Azure and Rally Boards.
* **Project Plans and Product Vision:** Developed project plans, including Charters, requirements, Timelines, Risks/Issues, Logs, and Client onboarding. Worked on installation and migrating Atlassian applications like JIRA and Confluence

# PREVIOUS EXPOSURE

* Siddharth Engineering Co, Mumbai, India as Assistant Project Engineer

***(Internship to Full Time)*** June 2014 – Aug 2016

# ACADEMICS & CREDENTIALS

* Agile SAFe Certified Product Manager/Product Owner (Credential ID: 39825794/1352)
* Master in Engineering Management, Old Dominion University, VA May 2018
* Bachelor’s in Industrial Electronics Engineering, Mumbai University, India May 2015