



## JOB OBJECTIVE

A goal-oriented professional with expertise in **Product Management and Product Ownership**, targeting a position in an organization of repute

## CORE COMPETENCIES

IT Product Development Strategy

End-to-end Product Life Cycle

Requirement Gathering & Analysis

Stakeholder Management

Product Roadmap

Process Improvement

Customer Journey Mapping

Data Analysis

Business Intelligence

Agile/Scrum Methodologies

Cross-functional Coordination

Product-Project Delivery

## TECHNICAL SKILLS

- Management Tools: Rally, Miro
- Courses/Languages: Java, C#
- Tracing and Defect Management Tools: MS Visio, MS Word, Bugzilla, Clearquest, Testrail, UiPath
- Business Process Modelling Tools: Bizagi, Draw.io

## PROFILE SUMMARY

- **Result-oriented professional** with an experience of **5 years** in **Product/Project Management in IT Industry**
- Expertise in **interfacing with the Products Group** and providing extremely useful feedback, resulting in marked improvement of capabilities
- Led high-impact **transformation projects** involving multi geographical, multi-cultural teams to reduce costs & optimize supply chains
- Worked as Software Testing Engineer at Mmodal in Manual testing and worked on projects like Auditx, cbaypedia, SpeechQ
- Aligned complex IT **program roadmaps** to business strategy
- Proven track record of **establishing cordial relationships** with stakeholders, technical teams & vendors for successfully executing concurrent projects
- Experienced in **performing business analysis (requirement gathering) functions** including preparation of process map, system integration charts, specification of validations & test cases for converting business requirements into technical specifications
- Experience in managing concepts of **end-to-end product/ project planning and implementation** from scope management to activity sequencing, cost estimation, risk analysis to quality management, in line with organizational guidelines and norms
- A **forward-thinking person** with strong communication, analytical & organizational skills; well organized with a track record that demonstrates self-motivation & creativity to achieve corporate goals

## WORK EXPERIENCE

**Jan'22 – Dec'22 with FIS Global Services Pvt. Ltd., Bangalore as Product Owner**

**Jun'21-Dec'21 with SLK Technologies, Bangalore as Business Analyst**

**Jun'19-Jun'21 with HCL Technologies, Bangalore as Business Analyst**

**Oct'17-Jun'19 with Capgemini, Bangalore as Business Analyst**

**1 year I took training in RPA field – from Nov 2016 to Oct 2017**

**Feb'12-Sep'16 with Mmodal, Bangalore as a Manual Tester.**

**1999 to 2012 – Non IT experience – 13 years experience into Teaching computer subjects like C,C++,Java, Computer Fundamentals,English vocabulary,Hardware**

### Key Result Areas:

- Establishing product development strategy in collaboration with stakeholders from an engineering perspective
- Defining industry solutions through ideation, conceptualization and detailing to identify efficiencies/ alternatives
- Facilitating requirement scoping, evaluating designs/ alternatives, resolving issues and improving process performance

## CERTIFICATIONS

- POPM Certification from Knowledge Hut
- CSPO certification from Knowledge Hut
- Lean Six Sigma Green belt certified
- Completed Business Analyst certification from Winprotech
- Completed the UiPath basic and advanced level certification
- GNIIT certification
- Software testing course from System Domain

## EDUCATION

- Master of Computer Applications [MCA] from IGNOU in 2010
- Bachelor of Arts [B.A] from Bangalore University in 1997

## PERSONAL DETAILS

**Languages Known:** English, Hindi and Kannada

**Address:** No. 1039, Chandrodaya, 2<sup>nd</sup> Railway Parallel Road, KST, Bangalore-60

- Steering diverse responsibilities, including strategy planning, new initiatives & operations and performed industry deep dives & customer behaviour analysis to identify product feature gaps impacting category performance
- Ensuring that all technical and design risks are identified and appropriately managing to meet the product goals
- Outlining product roadmap, scope, goals, cost, deliverables, and sign-off from key stakeholders
- Providing leadership through facilitating or advising strategy development while establishing foresight, conceptual capability and market awareness
- Mapping clients' requirements through gap analysis; analysing workflow to design solutions spanning proof of concept, presentation, product design and development (proto builds) and physical testing
- Developing roadmaps, estimating time requirements, establishing deadlines, monitoring milestones, tracking product lifecycle, reporting issues that impact the progress to both client and top management
- Collaborating with cross-functional team, monitoring engineering design activities and delivering value engineered services on schedule and at predicted cost
- Ensuring front-led delivery of projects from the stage of initiation till monitoring & control including planning, estimation & scheduling, integrating change control, planning risk responses and contingency planning
- Managing product vision/roadmap while making sound trade off decisions on short-term and long-term features

### Projects:

#### FIS Global Services Pvt. Ltd.

**Period:** Jan 2022 – Dec 2022

**Role:** Product Owner

**Project:** Payment Gateway

**Languages:** Java and Oracle

**Client:** Worldpay

**Team Size:** 13

**Project Description:** Worked on features like role owner maintenance, birthright roles, permissions and view rights, Kryo library updates, Jersey library updates, Reimbursement/Refund transactions, wpg roles and permissions for view rights, forced password change, Junit version upgrade and Website compliance

#### Responsibilities:

- Grooming product backlogs in Rally – product management tool
- Syncing of features and user stories with Rally and Miro
- Communicating with Directors and Stakeholders related to features and project artifacts
- Attending scrum meetings, Weekly PO connects with Directors and Stakeholders.
- Attending daily status calls, iteration planning meetings, iteration review meetings and iteration retrospective meetings

#### SLK Softwares

**Period:** June 2021 – Dec 2021

**Role:** Business Analyst

**Project:** Wealth Asset Management [WAM]-WAM TO RWI

**Languages:** UiPath Ver 2019.10.1

**Client:** 5<sup>TH</sup> 3<sup>RD</sup> BANK

**Team Size:** 6 from offshore and 2 from Onsite

**Project Description:** The process is called WAM to RWI. WAM is called Wealth asset management and RWI is called as Remote Wired Initiation. In this process Operator logs into WAM application, selects the pdf file based on Rushwire , LIFO and selects the oldest file. The pdf file contains the wire instructions. The operator keys in the details in RWI taken from the pdf file, captures the transaction number and enters in WAM and sends it for approval.

**Project:** Wealth Asset Management [WAM] WAM TO AMA

**Languages:** UiPath Ver 2019.10.1

**Client:** 5<sup>TH</sup> 3<sup>RD</sup> BANK

**Team Size:** 6 from Offshore and 2 from Onsite.

**Project Description:**

This project is from WAM TO AMA. AMA is called the AM Administrator tool. In this process Client sends the email to the operator. The operator sends the mail to the centralized mailbox. The Operator then keys the details from AMA to WAM. Upload the documents in both WAM and AMA and sends them for approval.

**Capgemini**

**Period:** October 2017 – July 2018

**Role:** Business Analyst

**Project:** Forex

**Languages:** Microsoft .net framework 2.0. UiPath Ver 2016.2.

**Client:** Unilever

**Team Size:** 5

**Project Description:** The main aim of this project is to explain how the process between checker and the maker works and finally how the updated working file is sent to the country team through the email process.

**Organization:** Capgemini

**Project:** Cash Clearing Process

**Designation:** Business Analyst

**Languages:** Microsoft .net framework 2.0. UiPath Ver 2016.2.

**Client:** Warner Bros

**Team Size:** 5

**Job Profile:** The main aim of this project is to explain how the Cash clearing process works in Warner Bros.

**Period:** October 2018 – June 2019

**Role:** Business Analyst

**Project:** VM-UMR Process

**Languages:** Microsoft .net framework 2.0. UiPath Ver 2016.2.

**Client:** Staples

**Team Size:** 5

**Job Profile:** VM stands for Variance Matching process and UMR stands for Unmatched Receivables is an activity subprocess which comes under the Variance Matching. The process is done where we are having unmatched receivers where we don't have invoices to match we have a criteria that we have a invoice and the subsequent receiver to match the particular invoice number. Here they do a research to check that a particular invoice is wrongly matched or it is overaged OR shortage. Here the main concept is to check that matching is done properly or not.