Aarthi Premkumar
Chennai, Tamil Nadu, India

arthisuganya**@gmail.com**, Ph : +91 9840605651

WORK EXPERIENCE	TOTAL: 12 YEARS

Apr22- till date (1Y3m Nium(Instarem), Chennai) Technical Program Manager

Fintech startup **B2C** Cross team collaboration Process metrics Beta release of web and mobile app **Focus in a distributed environment**	• Ideated and created JIRA dashboard to track delivery metrics for a technology team of 60 people with various skillsets. • Enhanced communication spanning across business with accurate and precise data for the executive board members. • Formulated **quarterly product roadmaps** alongside product and tech team. • Created project plans and identified critical milestones by following key process metrics • Schedule product backlog grooming sessions by collaborating with backend, front end(web and mobile), product and design teams to arrive at product priorities and drive tech estimations • Keep track of **Gantt chart metrics** and quality checks through test rails for timely delivery • Run Sprint retrospectives to arrive at trackable document & actionable outcomes

May20- Apr22(1Y11m PromptCloud Technologies (Remote-First) *Technical Program Manager*

Data Scraping/ Crawling B2B Client/ Stakeholder management Agile Methodologies Business Analysis Process Improvements & RCA RAID(Risk management) Customer Experience	• Collaborate with team of tech leaders, Program/Product managers, Quality Assurance engineers, stakeholders and clients in a B2B SaaS environment. • Lead a team of Technical program managers and Data quality analysts. • Set Objectives and Key Results (OKRs) and drive initiatives to achieve results • Drive **Quarterly Business Reviews(QBRs)** with top clients. • Formulated price points and driven successful pricing negotiations. • **Budgeting** and keeping track of **ROI** within acceptable limits • Framed CX touch points to gather customer reviews in forums. • Formulated processes to identify scope for expansion resulting in **25%** hike in MRR from **SMB and Enterprise clients.** • Client onboarding and client engagement - Ensured retention to stay over **90%** • Responsible for driving solutions and programs across **five remote teams** • Identified issue alert checkpoints and notifications to improve quality of data by **15%**

Jun15- May20 (4Y 9m) Cognizant Technology Solutions, Chennai   *Associate Consultant*

Code Review &Automation Cross-functional Team Leadership	• *Collaborated with clients* from concept through final delivery on enhancements • Integration specialist, created interfaces using APIs with peoplesoft application. • *Lead stakeholder meetings and requirement gathering sessions*. • Received **Cognizant Sapphire Award** for exceptional contribution to the project.

Dec10- Jun15 (4Y 6m) Infosys Technology Solutions, Chennai   *Senior Systems Engineer*

Software Development Requirements Analysis **Strong in SQL**	• Created SOAP and REST based APIs using XMLs and JSONs. • Created Technical Specification documents from Functional design documents. • Received **Spot Award** for exceptional contribution to the project

| **Tools/ Technologies/ Domain:** | R, Python, ELK, Excel, Powerpoint, MySQL,Power BI,Balsamiq, Oracle peoplesoft

Fintech, remittance, e-Commerce retail, Data analytics, Data scraping/crawling |

ACADEMICS	
Stanford Seed Program	Customer Segments and Personas, Customer Journey Map, Growth Strategy
BACP	• **B**usiness **A**nalytics **C**ertification **P**rogram from **Great Lakes Institute of Management Chennai** (2019) - **E** grade (>80%) • Market Research, Customer segmentation and Product Strategy using Linear regression, ANOVA, factor/component analysis, random forest, CART, logistic regression, Naive Bayes, Linear discriminant analysis, Predictive modeling, EDA, Bagging, Boosting
B.E.	**Anna University** (Electronics and Communication Engineering, 2006-2010) - **80%**
School	Class X11 Gandhi nagar matriculation higher secondary school (2006) - **84.75%** Class X Gandhi nagar matriculation higher secondary school (2006) - **89.89%**