SHILPAWADHWA

PRODUCT OWNER | PRODUCT MANAGER

HEALTHCARE | INSURANCE | FINANCE| TRAVEL

CONTACT

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SKILLS

- Product Strategy &Vision. **Product Backlog, Roadmaps & User Stories. Stakeholder Management.**
- Requirement Elicitation & Documentation (BRD,FRD,SRS).
- Use Case Development
- **Data Science.**
- **Data Analytics & ETL** (Informatica, Tableau ,Power BI)
- **Data Modeling ,Data Migration & SQL. Microservices & AWS. Atlassian** & Microsoft Products & Suites (**JIRA, Bitbucket ,Confluence & AWS) ,Azure.**
- **Team Leadership.**
- **UI & UX Design** using Zeplin. **Web & Mobile Application Development (iOS & Android).**
- **Rest APIs** & Postman.
- Wireframes & User Flow Diagrams.

CERTIFICATIONS

Harvard Certified (Product Management)-Pursuing

EDUCATION

Bachelors in Information Science , 2008- 2012

PROFESSIONAL PROFILE

- A **Harvard &** Scrum Alliance Certified 'Product Owner' & IT Business Analyst with 9 years of experience in **USA** & **India** with global clientele including **Aflac**, **Morgan Stanley, Wells Fargo & Goldman Sachs. JP Morgan, Delta Airlines ,Travelport , Barclays**. I possess specialized knowledge in
  - **Healthcare**-Enterprise Implementations of healthcare information and Electronic Medical Record systems.
  - **Insurance**-Claims End to End Processing, Benefits & Billing.
  - **Financial**-Supplier Risk assessment in Procurement domain.
  - **Banking**- Mortgage & Repayment of loans.
  - **Travel**- Aviation-Cargo, Baggage & Inventory Operations, Flight Bookings, Hotels & Cars.
- Hold a track record of leading cross–functional product from Ideation to Launch, managing entire product delivery following Agile(Scrum) across technologies & architectures such as **Data Analytics, Data Science ,Web & Mobile Applications.**

WORK EXPERIENCE

Senior Product Owner | Avizva   Jul 2021-Present

Provider Portal: Owned ,Strategized & managed an application having approx. **'1 Million' doctors as end users** for one of the **biggest insurance provider called 'Aflac' in USA** for **Claims** processing & Benefits listing.

- Conducted brainstorming sessions with key **stakeholders** across **multiple continents** to understand requirements in detail. **Analyzed multiple obsolete & complex systems** i.e. ETL & Web-Applications to **understand & elicit requirements** clearly for the new system**.**
- Created & supported backlog by daily prioritization & grooming of **user stories** across each sprint**.**
- **Managed & Led team including Dev ,QAs & UI/UX Designers.**
- Produced and maintained statuses and documentation on **Confluence** for the project**.**
- Collaborated with architects and system development teams to ensure data model supported the flow of correct across multiple systems.
- **Increased ROI** by enhancing **the business value** of each sprint via converting conventional Claims processing into Real Time.
- Vigorously defined the structure of APIs response and request.

IT Business Analyst | Nelnet   Feb 2017 - June 2019

Conversion: Successfully managed & delivered a massive **Data Migration** project that converted more than **500,000 loans** from **multiple Banks across USA** onto Nelnet's system in a **short span of 4 months as a business analyst.**

- Led the team from inception to **production** launch & **postproduction** support.
- Created user stories with appropriate acceptance criteria. Analyzed & **documented mappings for each bank** with the team members & business teams.
- Provided walkthroughs of sprint deliverables to stakeholders. **Supported client for User Acceptance Testing.**
- Regularly communicated with internal operations & customer service team members to understand issues.
- **Created Backlog, use cases** and reviewed test cases by quality assurance team to ensure the deliverables.

Matmacorp | Software Analyst   Mar 2021 -Mar 2022

MatMaCorp : Worked on a Product called Solas that combined engineering, life science and information technology to help hospitals & farmers to diagnose animals, plants & human samples for various diseases based on genomics.

- Close coordination with the Business owners and SMEs for the development of Product backlog,
- Efforts Estimation ,Function point estimations ,Sprint Planning, Story Grooming (technical as well as
- functional) .
- Defined Operation procedures for the Production Support once device was rolled out
- Ensured the communication between the stack of the device i.e. **Hardware & Software to diagnose**
- **correct results per sample**.
- Facilitated various monthly meetings with clients to document.
- Created scripts to verify test cases & use cases.
- **Provided usability walkthroughs to end users.**
- Obtained sign -off from various stakeholders after end of each sprint.

Interglobe Technologies | Software Engineer & Business Analyst   Nov 2012-Nov 2015

Emirates: Worked on Emirates as a Business Quality Analyst for their Flight Inventory usage , Advance Seat Reservations and Baggage systems.

- Prepared Weekly reports for higher Management ·
- Reviewed and optimized forecasts and forecasting parameters to optimize forecast accuracy ·
- Optimized Flight Inventory usage, delivered Paid Seat EMD which gave capability to pay and book seat in
- advance.
- Created a scheduled automation to run on a defined frequency and generate automated reports ·
- Monitored program performance to ensure efficient and problem-free operations ·
- Regularly communicated operations for Pricing/Ticketing related queries.
- Improved Baggage Reports that entailed bag counts, weight checks of bags & bag transportation.

Delta Airlines: Worked as a Quality Analyst on Delta Air Lines is one of the major airlines of the United States and a legacy carrier. One of the world's oldest airlines in operations.

- Mapped different Cargo functions like Operations, Procurement, Finance & Marketing.
- Identified key problem areas for Cargo Operations and provided Solutions.
- Created Use Cases based on the scenarios.
- Prepared Backlog-User Stories
- Supported Operation Procedures.
- Supported client for User Acceptance Testing.
- Participated in Sprint review & requirement analysis meetings.
- Reviewed Test Plan and Test Cases by Quality Assurance Team.
- Prepare recommendations using Maturity Assessment, Solution Prioritization Matrix, Process Assessment.

Air-India : Worked as a Software Business Analyst on a Data Analytics Project that was designed to serve two major Air-line's business users i.e. Air-India in order to improve their decision making & elevate revenue based on the analytics reports generated via project.

- Supported client with User Acceptance Testing.
- Analyzed data from different sources i.e. Flat Files & Database to prepare test data..
- Worked with Clients to finalize data mapping ,process mapping, business process modelling.
- Analyzed Database Checkpoints to verify data cleaning, quality and calculations.
- Performed root cause analysis of the Production bugs.
- Reviewed queries & joins to verify data from 'source to staging' & 'staging to target' .
- Reviewed complex SQL scripts to validate the mappings for reports and dashboards.
- Regularly communicated with Business owners to understand the change requests.
- Liaised up with vendors in organizing Trainings/ Workshops of the new tools for the Business Users.
- Created Backlog under HP ALM tool.
- Created use cases and reviewed test cases by quality assurance team to ensure the deliverables were delivered without major bugs.