KRUTHIKA KUMAR
Product Owner/Business Analyst

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PROFESSIONAL SUMMARY:

Experienced Techno Functional Consultant having 7+ years of experience in Banking, Healthcare, Travel technology and Retail industries with strong analytical and communication skills. Possess Strong knowledge on Software Development Lifecycle (SDLC) with hands-on experience on Waterfall and Agile Methodologies [SCRUM and SAFE frameworks]

OVERVIEW:

- 7+ years of IT experience in Software Development, Business Analysis and Product Management encompassing a wide range of skill set, roles and industry verticals.
- Extensive experience with analysis, design, development, customizations and implementation of software applications.
- Proficient in analyzing and translating business requirements to technical requirements and architecture.
- Executed software projects for Banking, Healthcare, Travel Technology and Retail industries.
- Strong understanding of cloud services [public, private, hybrid and community], related technologies and operations.
- General working knowledge of AWS, Azure and/or Google Cloud Platform [GCP] public cloud
- Good database skills with development knowledge
- Responsible for understanding business change needs, accessing the impact of those changes, capturing, analyzing and documenting requirements and then supporting the communication and delivery of those requirements to relevant stakeholders
- Experience in leading and managing teams. Able to work under time crunch schedules and capable to effectively handle ongoing projects.

- Good communication skills, interpersonal skills, self-motivated, quick learner, team player.
- Closely interact with clients to identify problems, analyze and generate solutions.

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SKILL SET:

Primary Skills:

Analytical Skills: Designing and Implementing Tests of Processes, Forecasting Gap Analysis, Documentation, Quantitative Reporting, Research, Risk Assessment, Statistical Analysis, Taking Initiative, Technical Integration, Validate Functionality, Problem Solving, Process Mapping, Process Modeling.

Computer Skill: ASP.net MVC, C#, Microsoft Access, Microsoft Office (MS Word, Excel, Power Point), SharePoint, SQL, XML, HTML, CSS, JavaScript, Visio, API integration and management, API testing using Postman and Soap UI.

Tools: WINSQL, JIRA, Squirrel, SQL Developer, MS VISIO, AZURE Devops (VSTS), Oracle Toad, SOAP UI, Postman, Confluence, Power BI, Tableau.

Database: Oracle, Netezza, Redshift.

Campaigning Tools: Unica, Adobe Campaign tool.

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PROFESSIONAL EXPERIENCE:

- Working as Lead Product Analyst – Product Management at Altimetrik India Private Limited
    - Client – The Bank of New York Mellon Corporation (BNY Mellon)
- Worked as Lead Techno Functional Business Analyst/Product Definition Analyst at Amadeus Software Labs India Pvt Ltd from August 2022 to September 2023.
- Worked as Proxy Product owner/Business Analyst at Societe Generale Global Solution Centre, Bengaluru from July 2021 to August 2022.
- Worked as Marketing Business Analyst, 2 at Epsilon India from Jan 2020 to June 2021.
- Worked as Marketing Business Analyst, 1 at Epsilon India from August 2016 to December 2019.

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WORK EXPERIENCE:

Role: Lead Product Analyst – Product Management
Altimetrik India Private Limited | September 2023 - Present

Responsibilities:

- Working for Client - The Bank of New York Mellon Corporation, commonly known as BNY Mellon, is an American investment banking services holding company headquartered in New York City

Role: Lead Business Analyst / Product Definition Analyst
Amadeus Software Labs India Pvt Ltd | August 2022 – September 2023

Responsibilities:

- Working in the Research and Development team under Travel domain helping our customers/Travel agents to access 1A(Amadeus) partnered Low-cost carriers and perform successful issuance and reissuance of the PNRs through Amadeus applications by following SAFE framework of agile methodology of SDLC.
- Build, maintain and share the functional knowledge of our processes, services and usage of end user products.
- Analyze business requirements submitted by Product Management and conduct alignment meetings between all BUs.
- Managing Product Backlog, Creating and prioritizing user stories based on MOSCOW method.
- Size specification and solutioning work and coordinate with DEV/QA for an end-to-end sizing.
- Write Feasibility Studies, Solution Documents, Product Specifications and Detailed Screen designs and present functional walk-throughs to all concerned stakeholders.
- Interface with relevant divisions and departments to identify interactions with other Amadeus applications and ensure functional compatibility.
- Validate the product to ensure compliance of the delivered functionality and system integrity, and give sign off in collaboration with the QAs
- Ensure production integrity by investigating, validating and prioritizing reported incidents.
- Interface and communicate with Product Management, Project management, Amadeus Customer Services, Implementation and Development teams.

- Interface with the stakeholders during requirements understanding, functional specification, testing and implementation phases.
- Performing API integration and testing using Postman and Soap UI.

Role: Proxy Product Owner/Business Analyst
Societe Generale Global Solution Centre | July 2021 – August 2022

Responsibilities:

- Working on implementing compliance tools and applications based on Project Development Life Cycle methodologies
- Consult business teams to create User stories, Epics, acceptance criteria, tool design and functionality as part of design solution.
- Conduct root cause analysis, impact analysis, gap analysis, requirements re-engineering and define problem and solution statements.
- Provide necessary support, collaborate with end users during UAT testing and arrange sign-off before go-live deadline.
- Effectively communicate the bugs to technical teams to make sure the deadline is not impacted.
- Facilitate stakeholder meetings to resolve complex requirement conflicts. Maintain and update repository of all change requests as part of change management for audit and regulatory requirements.
- Organizing and Scheduling Scrum meetings for all projects related updates.
- Preparing and documenting the User Acceptance test (UAT) plan and obtaining the necessary signoffs from the concerned business units.
- Performing Integration and User acceptance testing, preparing NRT documents and approving the test scenario for any project changes.
- Creating User Stories, Project workflows, Test Plans & Cases and checklists.
- Interact with onsite team as well as client on daily/weekly basis to gather requirements/provide updates
- Train necessary product training to developers and create awareness around risk management.
- Keep ahead of technological innovations as per market standards through continuous research and learning.
- Adhere to regulatory requirements and changes throughout the lifeline of a project.

Role: Marketing Business Analyst
Epsilon, India |Aug 2016-June 2021

Responsibilities:

- Worked in Banking, Retail and Healthcare domains on various projects namely Gilead Sciences (biopharmaceutical company), Bank of America Project (Banking Domain), Novo Nordisk Project (A Pharmaceutical Company), Hudson Bay Company (Retail), US Bank project (Banking) and JC Penney (Retail) Project.
- Built software applications from Epsilon Loyalty and CRM Products using Dotnet technology. Possess work exposure on SQL, ASP.net MVC , C# , HTML,CSS,javascript languages.
- Possesses strong analytical/logical thinking and communication skills.
- Preparing Use cases, High level design document, Business Requirement Document Functional Specification Document, Traceability matrix, Dependency Matrix, RACI index, NFRs.
- Experience in handling SME finance for small and medium-sized enterprises.
- Interpret CRM data, analyze results using statistical techniques (as per the requirement of the problem statement) and provide SQL/Excel/CRM based ongoing reports, insights & actionable.
- Strong experience in Software Development Lifecycle (SDLC) using Waterfall and Agile [Scrum framework] methodologies.
- Creating User Stories, Project workflows, Test Plans & Cases and checklists.
- Organizing and Scheduling Scrum meetings for all projects related updates.
- Preparing and documenting the User Acceptance test (UAT) plan and obtaining the necessary signoffs from the concerned business units.
- Testing and approving the test scenario for any project changes.
- Partner closely with business and technical teams to understand their project objectives and provide data-driven solutions and recommendations.
- Work hands-on on various analytics problems and provide thought leadership on problems that we are working on.
- Interact with onsite team as well as client on daily/weekly basis to gather requirements/provide updates
- Collaborate with the data warehousing team, ensuring that data infrastructure supports the needs of our analytics team and validating data quality
- Generated several on-demand counts report (user responses - click, open, opt outs) using complex queries based on given client scenarios/requirements
- Individually worked on BCDR (Business Continuity Disaster Recovery) platform build for Bank of America.

- involved in building and executing the campaigns in Unica, monitoring & scheduling the flowcharts and capable to trace To and FRO data flow information from the source columns to the target application.
- Actively involved in generating technical documentations and Unica best practices for new team members to make them efficient and effective in testing, reporting and resolution of technical issues
- Creating the offers with respective attribute and assigning to the relevant segments in campaign
- Functional testing of software to provide bug free software to clients and supporting the release team during software release and deployment process

CERTIFICATIONS:

- Certified SAFe® 5 Practitioner issued by Scaled Agile Inc in Jan 2023.
- Adobe Certified Expert – Adobe Campaign Classic Business Practitioner issued by Adobe in Sep 2020.

EDUCATIONAL QUALIFICATION:

- Bachelor of Engineering (BE) in Electronics and Communications from BMS College of Engineering, Bengaluru completed in 2016 with GPA 8.21.
- Pre university(12th) from KLE Integrated PU College, Bengaluru completed in 2012 with 81.5%
- Schooling (10th standard) from Indian High School, Bengaluru completed in 2010 with 86.4%.