M. NAGA SAATHVIKA
Senior Product Owner | Certified SAFe 5 POPM

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SKILLS:
- Agile project management (SAFe)
- Backlog management
- Cross functional team collaboration
- Design thinking
- Excellent written, verbal communication
- Leadership and mentoring
- Market research and analysis
- Prioritization
- Requirement analysis
- Product requirement documentation
- Roadmap creation
- Stakeholder engagement
- Strong analytical skills

TOOLS:
- Atlassian JIRA & Confluence
- Balsamiq
- Draw.io
- Figma
- Microsoft Office
- MIRO
- Postman
- Power BI
- Redmine
- Swagger

DOMAINS and INDUSTRIES:
- FinTech, Payments, Cloud
- BFS, Retail, E-Commerce and Healthcare

CERTIFICATIONS:
- Certified SAFe® 5 Product Owner Product Manager (POPM)
- International Software Testing Qualifications Board (ISTQB) Foundation Level

EDUCATION:
- MBA – Project Management, DPU, India. (2022-*Pursuing, 2024*)
- B. Tech – Information Technology, JNTUA, India. (2011-2015)

ACHIEVEMENTS:
- **Published in International Journals**
- Winner of a free copy of "Untapped Agility- Leadership Moves to Transform your Transformation" in an online summit on August 2020.
- **Author of Articles**

OTHER INTERESTS:
- Design thinking on IoT platforms
- Photography and editing
- Reading personality development books
- Research and publish journals
- Travelling to pilgrim and historic places

SUMMARY:
I'm a Product Owner professional with 8 years of IT industry experience and believe to build a customer-centric product strategy, delivering innovative solutions on time and under budget to increase revenue and improve customer satisfaction for business growth.

EXPERIENCE:

April 2022 – April 2023   NLB Services, Hyderabad, India.
Client: NTT Data, Hyderabad
Role: Product Owner at Thermofisher Scientific, Bangalore
Highlights:
- **Contributed** to the successive launch of a **cloud-based web customer service MVP** product, generating a **cumulative revenue of $40 million.**
- **Worked as a Product Owner for multiple products** in various ARTs.
- **Provided valuable user perspective for three different successful products.**
- **Knowledge on ALM and PDLC.**
- **Implemented customer feedback-driven product enhancements** to improve user experience.
- **Effectively managed multiple Agile Teams concurrently**, showcasing multitasking skills in a fast-paced environment.
- **Aligned with quarterly product vision from PI planning**, and communicated priorities to agile teams.
- **Regularly define requirements and prioritize the product backlog.**
- **Conducted two early refinements for each sprint.**
- **Ensured development teams focused on priority features in every sprint.**
- **Managed the feature roadmap, aligning it with business needs.**
- **Collaborate with UX/UI mockup designers and cross-teams** to define user stories.
- **Created user stories in BDD and TDD formats** with different personas and acceptance criteria to enhance understanding of the business needs and technical challenges.
- Handling cross functional collaboration to address potential roadblocks, risks, and dependencies, **ensuring smooth development and product delivery.**
- **Performed User Acceptance Testing (UAT) and provide QA signoff.**
- **Presented features in system demo at the end of development cycles**, gathering feedback and making necessary improvements to ensure product success.
- **Tracked incident tickets until closure**, actively managed and resolved customer issues, and ensured high levels of customer satisfaction.

April 2019 – April 2022   Girmiti Software, Bangalore, India.
Client: Verifone, Bangalore
Role: Associate Product Owner| Sr. Software QA | Software QA
- **Promoted from Software QA to Senior Software QA with Product Owner duties.**
- **Contributed in building a cloud-based web application for merchant registration and POS machine requests in payment processing domain in retail industry.**
- **Conducted thorough testing**, including creating test plans and cases, RTM, and defect reporting following the bug life cycle.
- **Participated in scrum ceremonies to ensure adherence to Agile principles** for efficient development.
- **Provided leadership to development teams fostering a collaborative and high-performance**

June 2016 – April 2019   Volante Technologies, Chennai, India.
Client: HSBC & BNY Mellon, New York
Role: Test Engineer
- **Proficient** in managing a bank and consumer manual payment initiation (MPI) module in a Fintech domain in BFS industry.
- Conducted various testing types and **written end to end test scenarios** covering end cases to document procedures of **web and API testing**.
- **Experienced in both STLC and SDLC**
- Recognized and appreciated as the **highest bugs identifier.**