**SUSHMA VENKATESH**

**Sr Technical Product Manager**

CSPO Certified

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**Objective**

Highly motivated and results-driven **Sr Technical Product Manager** with a strong background in product management and a deep understanding of technology. Experienced in leading cross-functional teams to deliver innovative and customer-focused software solutions. Seeking a challenging role to leverage my technical expertise and product management skills to drive product success.

**Experience Summary**

* A **Senior Technical Product Manager**, graduated in Master of Computer Applications, with 11+ years of industry experience in both Service based and Product based organization in leading and challenging roles.
* A **Certified Scrum Product Owner**® (CSPO®), launched & supported multiple enterprise grade digital products working as a Global Product Owner in Cross functional & Global teams.
* Have led mainly 3 product portfolios on an enterprise-wide data & analytics platform driving improvements in **Customer experience, Service delivery, Product quality and Cost productivity** across multiple geographical regions.
* I have worked as liaison between technology & business teams, I was responsible for developing BI infrastructure for the region and delivering new data analytical solutions.
* Driving Operational Excellence, VCP and Growth benefits through key functional and design inputs into the analytics solutions.
* Partnering with business to define and prioritize product roadmap to ensure maximum business benefits.
* Worked on Siebel EIM to migrate data from legacy systems to Siebel and got exposure in data cleansing, massaging and validation approach. Hands on end-to-end project deployment and operations.
* I am highly adaptable and enjoy the challenges that come with working in fast paced and ambiguous environments.

**Skills:**

- Product Management

- Agile/Scrum Methodology

- Technical Knowledge (Languages, Frameworks, etc.)

- Market Analysis and Research

- Requirements Gathering and Documentation

- Project Management

- Communication and Stakeholder Management

- Leadership and Team Collaboration

- Decision Making and Problem Solving

- User-Centric Design and Customer Focus

- Adaptability and Flexibility

**Technical Skills**

* Rally/Aha
* PostgreSQL Database Management/
* AWS/Cloud computing
* Redshift
* Teradata/Informatica
* Platforms: Windows XP

**AWARDS AND RECOGNITION**

* **Heartbeats about for collaboration –2023**
* **Spotlight award for delivering with Focus -2022**
* **Impact awards – 2020**

# Employment History

* **General Electric Healthcare (GEHC) –** Sep 2017 – Till date
* **Cognizant Technology Solutions** – May 2016 till Sep 2017
* **HP** – July 2012 till May 2016

**Professional Experience**

**1. GEHC - Sep 2017– Till Date || DESIGNATION – Senior Technical Product Manager**

* Led the development and execution of product strategy, resulting in a 25% increase in user engagement and a 15% rise in revenue.
* Collaborated with stakeholders, including business analysts and development teams, to define product vision, prioritize features, and create detailed product roadmaps.
* Conducted market analysis and competitor research to identify key opportunities and enhance product offerings.
* Gathered and documented user stories, requirements, and acceptance criteria for development teams, ensuring clear communication and alignment.
* Managed and prioritized the product backlog, effectively balancing new feature development, bug fixes, and technical debt reduction.
* Facilitated Agile/Scrum ceremonies, including sprint planning, daily stand-ups, sprint reviews, and retrospectives.
* Conducted user acceptance testing (UAT) and gathered feedback from users to iterate on product features and enhancements.
* Successfully delivered multiple complex software projects on time and within budget, leading to increased client satisfaction.
* Coordinated and managed cross-functional teams comprising developers, designers, and quality assurance professionals.
* Oversaw project scope, budget, and timelines, identifying and addressing risks and issues proactively.
* Ensured effective communication between clients, internal teams, and stakeholders throughout the project lifecycle.
* Collaborated with the sales team during the pre-sales phase to gather client requirements and estimate project efforts.

**2. COGNIZANT TECHNOLOGY SOLUTIONS – May 2016 – Sep 2017|| DESIGNATION – Associate (Business Analyst)**

* Develop recommendations for process improvements for clients and create high level roadmaps for implementation.
* Define framework, guidelines, templates, user manuals, checklists, etc. to establish a Testing Center of Excellence (TCoE)
* Participate in periodic reviews, present metrics, and ensure the validated state of the system/ product
* Deliver Project related Metrics and prepare Annual report of the Project
* Responsible for creation of Service Offerings for the Business Unit
* Create Project planning, track progress & milestones and report on deviations
* Work with Senior Leadership Team of Customer on Risk management planning through Risk Identification, Analysis, plan for responses to risk, spearheading decision making for Risk Mitigation

**3.HEWLETT PACKARD ENTERPRISE– Sep 2012–May 2016 || DESIGNATION – Business Consultant**

* Designed ETL jobs which can handle these data effectively according to the business requirements.
* Experienced in implementing business logic in Teradata, ETL, DDL creation, UTC for DEV/SIT/UAT environment.
* Experience in Teradata utilities and shell scripting.
* Experienced in Unit testing of data stage jobs in testing environment.
* Experienced in writing Retrofit to fix the data quality issues.
* Working on Teradata Database and have knowledge of Teradata Utilities.
* End to end testing for developed scripts to make sure that data is captured properly.
* Troubleshooting if any issue comes while executing the scripts.
* Good working knowledge of Teradata utilities like BTEQ, MLOAD, FLOAD and TPUMP, Fast export.
* Proactively identified and rectified various productions, migration, ETL, design and testing flaws which has improved the system stability and accuracy to a large extent.
* Have identified faulty, poor performing SQL queries and recommending the same for performance tuning activities which has a huge business impact on critical reporting.
* Have been an active and major contributor for the knowledge base (KB) articles which helped the internal team to gain self-proficiency and knowledge sharing.
* Helped in reducing manual intervention/activity into the batch by introducing automated scripts which have proven impact on system stability and business data currency.

• Monitoring End –to –End ETL cycles, identifying and rectifying Data Quality issues pertaining to Business.

**EDUCATION**

* Masters in computer application – 2012 to 2015– Sikkim Manipal University.

**PERSONAL DETAILS**

* Date of Birth: 24th Nov
* Gender: Female
* Languages Known: English, Kannada, Telugu

REFERENCES - I am happy to supply these on request/s