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| **Jayashree Venkataramanan Iyer**  Product Manager     |  | | --- | | **Contact** |     **Address**  Pune, India 411045  **Phone**  +91-9158995622  **E-mail**  jaishvenkat@yahoo.com     |  | | --- | | **Skills** |     MSBI (SSRS, SSIS, SSAS)  SQL, Oracle, MS Access  Delphix, Informatica TDM, Informatica EDC (Enterprise Data Catalog)  Data Analysis and Visualization, Tableau, Crystal Reports, PowerBI  Agile Development, SAFe PM/PO Certified, Kanban, PI Planning, Platform Roadmap, Product Vision  Communication, Time Management, Interpersonal skills Work ethic Attention to detail, Adaptability Problem-solving Teamwork Creativity Leadership | Product Manager and SAFE PM/PO certified with overall 20+ years of experience in IT industry and 10+ years of product management & ownership experience focused on strategy, planning, prioritization & implementation.    **Work History**     |  |  |  |  | | --- | --- | --- | --- | |  | 2013-09 - 2023-06 |  | **Product Manager**  *Deloitte Support Services Pvt. Ltd., Pune, Pune*   * Oversaw implementation of data anonymization solutions provided by Delphix and Informatica TDM, ensuring protection of sensitive data across multiple applications in their respective lower environments that drove onboarding more than 100 applications during initial phase. * Establishing cloud infrastructure to facilitate migration of applications to Azure and AWS cloud platforms helped in migrating more than 80 applications to cloud. * Identified more than 50 potential applications suitable for onboarding into Delphix and Informatica TDM. * Led team of 3 full-time employees and 2 contractors, and formed strong relationships with stakeholders and vendors. * Tracking SLAs and KPIs along with analyzing product metrics to assess success and adoption of Data Anonymization platforms, making data-driven decisions for future enhancements. * Mentored and partnered with team members to accomplish 80% of OKRs, managing up-skill sessions with satisfaction rate exceeding 90% * Analyzed user interviews to extract actionable insights for six month product roadmap, and made user follow-up plan, increasing NPS (Net Promoter Score) by 20% * Built data visualizations using SQL and Power BI for product KPIs that reduced manual platform monitoring work by 8 hours weekly. * Brought customer satisfaction to >99.5% by Implementing various strategies and initiatives, including improving response times, enhancing product quality, and providing exceptional customer support. * Reviewed sales, customer concerns, and new opportunities to drive business strategy at weekly planning sessions |  |  |  |  |  | | --- | --- | --- | --- | |  | 2008-11 - 2013-08 |  | **Technical Delivery Manager**  *Deloitte Support Services Pvt. Ltd., Pune*   * Proficient in identifying project needs, estimating and prioritizing tasks, setting intermediate goals and milestones to accomplish final outcome. Identified gaps in existing projects and upgraded them and delivered more than 50 projects. * Strong awareness of industry best practices related to Business Intelligence and data management, and experience adhering to usability, design, and development standards * Conducting 50+ stakeholder interviews for feedback to improve delivery quality, helped in improving customer satisfaction by 9%. * Guided team in leveraging Microsoft Business Intelligence (MSBI) tools to facilitate data-driven insights and enable in decision-making. * Mentored 2 team members to enhance professional development and accountability in workplace. * Built data visualizations using SQL and Tableau for product KPIs that reduced manual reporting work by 8 hours weekly * Coordinated with team members via Skype to address immediate restocking needs, reducing downtime by 11% * Used data visualization models to understand and track KPIs, reporting results to leadership in prepared presentations. |  |  |  |  |  | | --- | --- | --- | --- | |  | 2005-08 - 2008-11 |  | **Project Lead**  *IMC Global Services, Pune*   * Involved in all stages of SDLC, requirement gathering, Design, Development, Testing, deployment and Maintenance. * Interfacing with stakeholders providing solutions and attending product feasibility calls and providing estimates. * Participated in stakeholder meetings with cross-functional team, and helped define 80% better reporting strategies. * Owned project schedule, and met 100% of feature deadlines by identifying and mitigating any engineering roadblocks * Debriefed with project team to review goals, completed projects, and steps to drive KPIs 90% or higher |     **Education**     |  |  |  |  | | --- | --- | --- | --- | |  | 2001-06 - 2004-05 |  | **Master in Computer Applications: Computer And Information Sciences**  *Indira Gandhi National Open University - Hyderabad* |  |  |  |  |  | | --- | --- | --- | --- | |  | 1991-06 - 1994-05 |  | **Bachelor of Commerce: Accounting And Business Management**  *Osmania University - Hyderabad* | |

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