**Pooja Jain – Product and Release Manager – 9+ YOE**

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Product and Release Manager with White Data Systems having 9+ YOE in driving multiple projects & cross functional teams for diverse industry verticals like Supply Chain WMS & transportation, e-governance Police, eCommerce Magento and Software web & mobile application development.

Looking for a change to optimize the skills in the favour of organization’s benefits.

**SKILLSET**

**Release Management**

Activity Planning for sprint releases, Monitoring Sprint Progress and Deviations, Change Management, Release Notes & User Manuals, Product Manuals, Release Planning & Deployment Checkpoints, Coordination with stakeholders, Training and Support Videos, Post-production support, Retro Meets etc.

**Product/ Project Management**

SDLC Management (both waterfall and Agile), Define Product Strategy & Roadmap, Product Demonstration, Scrum Product Design and Development, Stakeholder Coordination & Management, Backlog Refinement, Requirements Management, Market Analysis, Competitor Product Analysis, Impact & Risk Analysis, Reporting, Product Releases etc.

**Business Analysis**

Strategic Business Analysis, Requirement Gathering, Sprint Planning & Effort estimations, Story Prioritization, Tickets & Backlog Management, Scrum Activities, Requirements Churn, Process flow diagrams/ wireframes/ prototypes etc., Use Cases/ User Stories and Requirement Documents, Test Cases Review, User Acceptance Testing, API Integration, Data Field mapping, etc.

**TOOLS & TECHNOLOGIES**

Axure (RP 8.1), MS Visio, Balsamiq, Diagrams.net (draw.io), Jira, SharePoint, Teamwork, Basecamp, Redmine PMS, Slack, MS Word, MS Excel, MS Power Point, MS Teams, MS Outlook etc.

**CERTIFICATIONS**

Certified Scrum Master (CSM), Scrum Fundamentals Certified (SFC)

**PROFESSIONAL EXPERIENCE**

**July 2020 till Date – Product and Release Manager in White Data Systems (TVS SCS)**

* Worked as Release Manager responsible for sprint release target dates, monitoring sprint progress, Preparation of release notes & user manuals on sprint basis, maintaining product manuals, tracking change requirements, checking bugs status reports, providing training videos, coordinating with stakeholders for scheduling deployment window, Sync between the cross functional teams, and postproduction support.
* Worked as a Product Manager responsible for defining Product roadmaps, Product Demonstration, Backlog Management and Refinement, Market Research and Competitors analysis for WMS, Enhancing product features, UI/ UX.
* Worked as a WMS Product SPOC responsible for Sprint Planning and Prioritization, User Stories and Use Cases Writing, Flow Diagrams, Impact Analysis, Business Coordination, UI/ UX Review, Test Cases Review, User Acceptance Testing, Writing User Manuals etc.
* Drove the user manuals outsourced for different modules, provided demonstrations, reviewed manual outputs and revisions, coordination with outsourced team for the timely completion and presentation to management.
* Led the Xerox Consumables VSB Integration project from inception –
* Product Demonstration and Understanding of the ongoing process and application.
* Project plan preparation - Required Interfaces and integrations, Modules Customizations, Distribution phases etc.
* Project Requirements Planning, Timeline Estimations for MVP, Tasks refinement.
* Sprint planning and tasks division in sprints, UI/ UX and UC preparation, requirements churn, API and data mapping fields etc.
* Maintain and update the issue log – Issues reported by the customer, sprint issues, bugs to be fixed in upcoming sprints.
* Sprint deployments, pre deployment checklist, post deployment support, customer coordination etc.
* Worked on API integration - Interface data mapping for Inbound and Outbound Orders, Stock Discrepancy and Daily Stock Report, UPS integration for Dispatch and Off-shore orders, Daily UPS report for UPS orders tracking, Capture Interface requirements and changes.

**June 2018 to November 2019 – Business Analyst in Data Ingenious Global Ltd.**

* Led the CCTNS project for web and mobile design and development, worked onsite with SCRB (Raj) for project implementation - CCTNS implementation for IIF Forms (FIR, IIF-2, IIF-3, IIF-4, IIF-5), Case Diary, Beat Book, and Vehicle Theft
* Worked with different stakeholders for ground level understanding includes station visits/ meetings with different departments, facilitate meetings with higher authorities, and seek for potential solutions.
* Worked on web and mobile application module design and development along with process requirements revisions and approvals at multiple levels.
* Responsible for studying the manual work, brainstorming on automating the process and collecting data, proposing relevant visual solutions to the stakeholders, Impact Analysis
* Worked on requirement gathering from different sources, module planning and effort estimations, creating prototypes and wireframes, working on the use cases and functional documents, requirements churn & changes.
* Key resource of running and coordinating the project at onsite, assisting the team for ground level requirement and module understanding, demonstrations and devising on data collection, UI&UX corrections, drafting feasible doubts and open questions, managing MOM, tracking the implementation and manage timely deliverables.

**September 2016 to April 2018 – Business Analyst in eBizneeds Internet Solutions Pvt. Ltd.**

* Magento eCommerce applications Design and Development and customization including Payment gateway integration.
* Worked on managing multiple eCommerce new and support projects along with ad-hoc tasks simultaneously (for Australian market)
* Responsible for Project requirement sessions, requirements log management, UI&UX plan and review, Requirement documents drafting and approvals, coordination with different teams (both Australia and India), UAT, Ad-Hoc Tasks management, Deployment of the features.
* Worked on Secure Payment Gateway Integration – PayPal/ Stripe/ After Pay, etc., Product Catalogue, Product categorization based on color/ type/ size, Menu and Category Navigation, Strong Call to Action buttons, Pagination, Related and Suggested Products, Login/ Registration, Guest Checkout, Order History Management, Wishlist, Purchase and Member Offers, Reviews and Ratings, Return and Cancellation Process, Membership Discounts etc.

**Jan 2015 to August 2016 – Business Analyst in Appsshoppy**

* Worked for Business Development via freelancing Portals and managed company profile and content.
* Responsible for Bidding, writing proposals, Scope Documents, Business Requirement Document, Requirements Churn docs, UI/ UX Review
* Conduct meetings with Stakeholders, Coordinate with Dev and QA, Track Project Updates and Timely Delivery, provide demonstration to business.

**May 2013 to May 2014 – Business Analyst in Coffeebeanmedia**

* Responsible for Business development via freelancing portals through Bidding, Proposal Writing, UI/ UX Review and QA

**EDUCATION**

* B. Tech. 2007-2011 in Electronics & Communication from JNIT (RTU) Jaipur