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**Professional summary:**

* Product Manager with 10 years of experience in business analysis, product management, data analytics approaches across multiple domains such as Finance, Retail, and Insurance.
* Experience of project implementations using various SDLC methodologies like Waterfall, Agile (SCRUM) and RUP.
* Extensive qualification in all facets of information from conceptual design through documentation, implementation, user training, quality, enhancements, prioritization, and improvements etc.
* Involvement in conducting JAD sessions with the stakeholders, business users, and SME’s to obtain domain level information of projects.
* Expertise in Data Modeling, Data Analysis, GAP Analysis, Requirement Analysis, Business Modeling, Data profiling.
* Experience in implementation Enterprise Data Mgmt. Platforms (Interface Catalogues, Business Rules, Mapping Sheets, Upstream/Downstream Stakeholder Mgmt. etc.)
* Used Collibra and Excel to document data governance flows, metadata, data quality metrics and data lineage.
* Gathering, understanding and documentation of business requirements, analyzing and optimizing business processes and converting user requirements into Business requirements.
* In depth understanding of Gap analysis for AS-IS and TO-BE business processes, Risk, Impact and Feasibility analysis.
* Strong Microsoft Office knowledge.
* Document end-to-end data and processes for risk and regulatory reports, ensuring compliance with reporting standards
* Experience working with Microsoft Dynamics 365 Operations or Microsoft Dynamics AX 7, 2012.
* Deep knowledge in Data Warehouse Profiling and Data Management Lifecycle concepts including ETL (Extract, Transform and Load), Data selecting and Data cleansing utilizing Business Intelligence (BI) tools.
* Extensive experience with financial data like Security Master, Issuers, Ratings, Prices, and positions.
* Proficient in drawing UML Diagrams and Activity Diagrams using tools such as MS Visio and Rational Rose in defining various business critical business processes.
* Worked on performance and functionality on Adobe XD application during several releases.
* Involved in Primary data governance activities for RMII Business as Usual documentation maintenance process.
* Excellent skills in documenting Business Requirement Document (BRD), Functional Requirement Document (FRD) and Functional Specification Document (FSD).
* Microsoft Office advanced skills; Word, Excel, Project and PowerPoint.
* Knowledge of several AWS services including EC2, VPC, S3, RDS.
* Experience using AWS analytical services (e.g., Redshift, Data Pipeline, EMR, Machine Learning, Kinesis).
* Demonstrated proficiency in basic computer applications, such as Microsoft Office software products.
* Model the User Interface/ Templates for creating user-friendly interfaces and creation of wireframes/prototypes to review the proposed usability of the system.
* Extensive experience in acting as a liaison between the client and the cross-functional teams to relate expectations, oversee progress, scope creep and also resolve conflicts.
* Good understanding in Data Governance, Data Modeling, Data Mapping, Data conditioning, Data Transformation, Data Quality, etc.
* Extensive knowledge of writing SQL queries, working with back-end tools such as Toad for data validation and verification. Good understanding of SQA strategies and planning.
* Expertise in documenting test cases/test scenario, performing UAT and conducting end user training sessions.
* Extensive experience in creating, updating, and distributing training documentation and also conducting training sessions to familiarize users with the system.
* Used various tools for tracking defects and change management issues and prioritizing them.
* Good knowledge on Process improvement, deployment and post-deployment process.
* Effectively coordinated with the Onsite, Offsite and Onshore teams during my projects.
* Good problem-solving multi-tasking and decision-making skills.
* Worked as a reference data analyst in conducting Market Research, Feasibility Studies, Data Analysis, Data Mapping Gap Analyses, Risk Identification, Risk Assessment, Risks Analyses, and Risk Management, Use Case Design, Test Plans and Database Schemas development.
* Experience facilitating and driving project-related meetings, status meetings, preparing and presenting project status reports, and conducting process walk-throughs for end-users.
* Highly organized and motivated team member with proven experience working on cross-functional projects and within challenging environments.

**Technical Skills:**

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| **Operating Systems** | Windows, Unix, Macintosh |
| **Programming/Scripting Languages** | C, C++, Visual Basic, HTML, XML, JavaScript |
| **Databases** | MySQL, MS Access, MS SQL Server |
| **Debugging/Testing Tools** | Bugzilla, HP Quality Center/ALM, JIRA |
| **Project Management** | Microsoft Project, Jira |
| **Project Design and Architecture** | Microsoft Visio, Rational Rose |
| **Other tools** | Putty, Toad, VMWare, MS Office Suite, MiPad, BO, Adobe Suite, Rational Requisite Pro |

**Project Details:  
  
7-eleven, Dallas - TX Jan 2022 to present.**

**Role: Product Manager   
Project Description:** 7-eleven is one of the US and Canada biggest retail stores chain. During the pandemic with the lot of increase in delivery market, in order to conquer delivery market Initiation began to expand to delivery world with the top partners like Door dash, UberEATS, Grubhub and many more. With gave us the opportunity to start build what it takes assortment management, operations control being converted to digital delivery program. With multiple teams like accounting, Tax, legal , payments, digital merch, tech team, API team and store operations team engaging launched the big 3 partners in 7eleven and expanded delivery program to speedway with the 7E acquisition.  
  
**Responsibilities:**

* Design, manage, and execute the vision for 7-Eleven’s Digital Products.
* Scope out new launches with delivery partners like Doordash, UberEATS etc.
* Work with API and cloud teams to accommodate requirements from 3rd party partners.
* Microsoft Office advanced skills; Word, Excel, Project and PowerPoint.
* Worked with Tech team to change AWS server migration, Load balancers and SQS improvements.
* Automated catalog updates to Job runs to save time for SRE teams and Runops teams.
* Lead & facilitate in-person research to gain deep customer understanding and empathy.
* Turn customer insights into actionable strategies and priorities.
* Identify immediate and/or upcoming user needs, then work with the team to develop a product plan that addresses them.
* Set product vision and lead road mapping, goal setting, story writing, project execution, A/B testing, and product roll-out strategy.
* Worked on performance and functionality on Adobe XD application during several releases.
* Define learning agenda and key performance indicators (KPIs) to measure success/failure.
* Prioritize features and tasks for the product using internal tools, tracking, and reviewing the product direction and current work frequently.
* Strategically evolve and grow existing products and services to constantly deliver a better CX.
* Manage collaboration and communication with other teams, both internal and external, to ensure teams have what they need and can work efficiently.
* Experience using AWS analytical services (e.g., Redshift, Data Pipeline, EMR, Machine Learning, Kinesis).
* Experience working with Microsoft Dynamics 365 Operations or Microsoft Dynamics AX 7, 2012.
* Test and iterate in small-scale pilots to validate concepts, refine them to achieve product-market fit, and then scale to drive vertical and horizontal economics.
* Regularly and systematically use data to uncover opportunities, track product performance, and drive decision making.

**Environment:** UAT, Agile, JIRA, Confluence, MongoDB, Proprietary Mobile Application, Snagit, MS Visio, Scrum, MS Visio, AWS, Power BI, Mix panel

**PennyMac, Dallas - TX June 2017 to Jan 2022**

**Role: Product Owner  
Project Description:** PennyMac is one of the US top mortgage lenders. It is committed to providing customers with a range of innovative solutions to help them purchase, refinance Loans. The project was to support PennyMac’s internal loan assignment tool called as ‘Allocation Manager’. This tool was developed to provide system agnostic approach to establish business assignment work, optimizing production pipelines and maximizing human capital via queues, skills and Prioritization algorithms for both direct lending and correspondent loans.

**Responsibilities:**

* Monitoring of Linux and windows virtual/physical environments hosting web, scheduled jobs for data extraction between encompass and Allocation Manager
* Receive escalations and resolve in a timely manner, while communicating and providing updates to the user of the tool.
* Microsoft Office advanced skills; Word, Excel, Project and PowerPoint.
* Responsibly for the configuration changes, monitoring and administration of the tool which is integrated with PostgreSQL.
* Support, troubleshoot and maintained of Allocation Manager is integration with encompass 360 with the API plugin.
* Knowledge of several AWS services including EC2, VPC, S3, RDS.
* Good understanding in Data Governance, Data Modeling, Data Mapping, Data conditioning, Data Transformation, Data Quality, etc.
* Automated the user access with the service portal (service now) and API plugin, which automatically updates the information to the service portal for the user to request access.
* Demonstrated proficiency in basic computer applications, such as Microsoft Office software products.
* Responsible for monitoring and administration of change management policies and procedures in Allocation Manager.
* Involved in various activities related to Data Governance.
* Responsible for defining the key identifiers for each mapping and data modeling process. Responsible for conversion of data in Data Mapping and writing transformation rules.
* Administration of the tool from end to end, which uses JAVA for the data governance, data extract, .net for the configuration of Postgres Database
* Works on deployments tickets, technical work requests (TWR), change Requests (CHG) and Dynamic link Library (DLL) for the execution of the code by the operations team.
* Analyze complex data to provide recommendations for maximizing utilizations, spreading out the areas of usage, traffic conversion opportunities.
* Work with Collibra to automate data governance artifacts, data governance assets and workflows.
* Using Visio to document data flows, system flows and process flows.
* Identifying the scope of enhancement within the tool and communicating with the core developer team in achieving the goal of development.
* Act as owner to define the tickets, clarifies and UAT approval for the new requirements within the tool.
* Very good understanding of Loan origination system upstream and downstream to look in the risk perspective, impact analysis.
* Experience using AWS analytical services (e.g., Redshift, Data Pipeline, EMR, Machine Learning, Kinesis).
* Collect and evaluate data gathered from multiple sources and abstract up from low level information to a better understanding to present to management and executives
* Define business requirements documents for reporting, dashboards, analytics and ad-hoc reporting for various business units.
* Created Functionality requirement document (FSD) for new developments projects.
* Effectively communicate findings to non-technical stakeholders and senior leadership.
* Analyze business processes to identify opportunity to automate manual tasks using Robotics Process Automation (RPA) technology, define RPA value proposition, re-engineer process to improve automation potential and recommend RPA approach/strategy.

**Environment:** Linux, Java, PostgreSQL, RPA, MS Visio, MS Office, Scrum, MS Visio, MS Office Suite, MS Word, MS Excel, SQL, JIRA, MS Office Suite, Oracle SQL developer, draw.io

**Anusoft Technologies June 2016 to May 2017**

**Role: Business Analyst/Data Analyst**

**Project Description:** The project was to work on B2C (Business to Customer) commerce site and integrate its functionalities to the Sterling Order Management, Fulfilment and Supply Chain systems which are using WebSphere Commerce as Ecommerce platform.

**Responsibilities:**

* Analyzed User Requirement Document, BRD, TRS and FRS.
* Worked with the Sales & Operations team in the monthly planning activities.
* Created workflow scenarios, designed new process flows and documented the Business Process and various Business Scenarios and activities of the Business from the conceptual to procedural level.
* Helped IT developers design the SOA for the application based on the available resources, and the business requirements. Develop and execute SQL queries to investigate and analyze supply chain opportunities.
* Experience in data governance/ data stewardship business/systems analyst needed to work as part of a team on data governance and writing SQL queries.
* Good understanding in Data Governance, Data Modeling, Data Mapping, Data conditioning, Data Transformation, Data Quality, etc.
* Prepared and analyzed AS IS and TO BE in the existing architecture and performed Gap Analysis.
* Worked as an Interface between the Users and the different teams involved in the application development for the better understanding of the Business and IT Processes. Managing IOS supply chain system implementation. Utilized corporation developed Agile SDLC methodology.
* Involved in various activities related to Data Governance.
* Followed a structured approach to organize Requirements into logical groupings of essential Business Processes, Business Rules, and Information needs that ensures any Critical Requirements are not missed.
* Participate in supply chain management system implementation.
* Performed GAP analysis of business rules, business and system process flows, user administration, and requirements. Utilized Agile/ Scrum methodologies to monitor steer and develop project objectives.
* Facilitated business users with hands on training for various existing and upcoming functionality with its scope and limitations in various stage of development and enhancement.
* Review and analysis the effectiveness and efficiency of existing systems and develop strategies for improving and enhancing the systems functionality. Negotiated annual cost reductions with regional storage facility.
* Created Access database to manage entries, developed company import compliance program and trained employees on import compliance requirements.
* Managed and traced requirements using Rational Requisite pro.
* Followed the UML based methods using Microsoft Visio and Star UML to create: Use Cases Diagrams, Activity Diagrams, State Chart Diagrams, Sequence Diagrams and Collaboration Diagrams.
* Create functional requirements, use cases, and user sign-off documentations for the data warehousing project. Verified the Business Scenarios on new builds to allow extended testing by the QA team.

**Environment:** Rational Requisite Pro, Microsoft Visio, Microsoft Access, Agile-Scrum, MS Office Suite, Windows SQL, Unix, HPQC-ALM, MS SharePoint, Java, PLSQL, SOAP/REST Web services and SOAP UI, IBM MQ

**Anusoft Technologies June 2013 to December 2015**

**Role: Business Analyst**

**Project Description:** The primary goal of this project was to create and implement a mobile application to would facilitate engineers to maintain and create work orders or tickets for cell tower sites as well as other vital engineering functionalities. The project included creating an automated system for delivering and prioritizing feedback.

**Responsibilities:**

* Elicited and analyzed requirements from field technician engineers to add functionality to mobile application. Consulted with NDW (National Data Warehouse) team to import data from multiple applications into the application.
* Created business processes to create e911 and EME Audit functionalities into the mobile application.
* Collaborated with NDW engineers to test data integrity by writing SQL queries to pull from the database.
* Good understanding in Data Governance, Data Modeling, Data Mapping, Data conditioning, Data Transformation, Data Quality, etc.
* Triaged requirements for over 10 different applications- and created templates for Product Managers to implement to expedite customer requests.
* Created process flow, which allowed field engineers to create feedback intakes, and created approval statuses with SLAs, monitoring time of triage team acknowledgement, intake review, and story creation.
* Served as points-of-contact for mobile application and maintained documentation for functionality integration. Maintained Business requirements documentation in Confluence Spaces.
* Served as the JIRA administrator- performed tasks such as creation of projects, creating and maintaining JIRA workflows, creating and maintaining users, and overall maintenance of JIRA licenses.
* Created custom workflows and schemas for projects: setting up ServiceDesk Projects as well as JIRA software projects. Created UML diagrams in MS Visio to map business process.
* Maintained Agile Methodology during the project- including facilitating Daily Scrum Meetings (for various applications), Weekly Backlog Grooming Meetings, Sprint Planning Meetings, and Sprint Retrospective Meetings. Performed Functionality testing prior to and after release to ensure application integrity.

**Environment:** Agile, JIRA, Confluence, SQL Server, Proprietary Mobile Application, Snagit, MS Visio, MS Office