



Shivam Bajpai

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Product Owner with 5+ years of experience driving product strategy, roadmap execution, and Agile delivery for enterprise B2B SaaS platforms. Led cross-functional teams of up to 20 members to launch scalable hospitality solutions across global properties. Strong focus on business outcomes, stakeholder alignment, and data-driven prioritization.

KEY SKILLS:

- Product Roadmap • Product Vision • Stakeholder Management • Lead cross-functional teams • Requirement Gathering • Agile, Scrum Methodologies • Backlog Refinement • Product Strategy • User Stories • Product Demo
- User Acceptance Testing • Wireframes and Mockups • UI/UX • User Research • Market Research • User Experience
- Data Analysis • Product Documentation • User Experience • Sprint Planning • Sprint Review and Retrospective
- Product Positioning • Product Ideation • Product Analytics • Competitor Analysis • SDLC • Release Management

PROFESSIONAL EXPERIENCE

Nagarro Software Pvt. Ltd

Duration: July 2018 – Present

Designation: Associate Staff Engineer

Role: Product Owner

- Owned product roadmap and backlog for a B2B SaaS Hotel Management System (HMS) serving 120+ hospitality properties globally
- Managed migration, feature augmentation requests, and implemented Role-Based Access Control (RBAC) for the HMS Portal reducing unauthorized access incidents by 30%
- Delivered 15+ feature releases and 2 MVP modules, improving operational workflow efficiency by 25–30%
- Successfully led the development and deployment of mobile applications for Mobile Service Tool and access management, including firmware upgrades and ongoing maintenance for global hospitality enterprises
- Established licensing process while facilitating order refinement, processing and invoicing for B2B product's licenses, enabling seamless licensing for existing and new products while granting access to the properties for the licenses
- Collaborated with stakeholders to discuss product strategies, features, roadmap and release
- Communicated the product status and reports to stakeholders and clients to reflect on the progressions.

Honeywell International Pvt. Ltd

Duration: May 2016 – July 2018

Designation: Technical Associate

- Managed knowledge base repositories for new products, creating product modules with specifications and wiring, rolled out the process updates for the new products being released.
- Collaborated with R&D and Business Units to resolve deployment issues, reducing turnaround time for client escalations by 18%.
- Collaborated closely with cross-functional teams and stakeholders to ensure seamless product deployment, effective troubleshooting, and alignment with client expectations.

AVS IT Solutions Pvt. Ltd.

Duration: July 2014 – May 2016

Designation: Technical Specialist

- Conducted Root Cause Analysis (RCA) for enterprise clients improving resolution efficiency by 22%.
- Maintained CRM documentation to enhance support workflows in salesforce and knowledge retention.

EDUCATION

Bachelor of Technology – Electronics and Communication Engineering

Institute: [Rajasthan Technical University](#)

Year of Passing: 2014

IT SKILLS & Certifications

Tools: Azure DevOps, Snowflake, Taiga, Feature Map, Figma, Power BI, Tableau, JIRA, Confluence, Miro, Notion

Technology: RFID, MySQL, ETL, PL/SQL, Python, NumPy, Pandas, Matplotlib

Certifications:

• Artificial intelligence & Agility	2025	
• Certified Scrum Product Owner (CSPO)	2023	Badge ID: 1806892
• Agile Scrum Master	2025	Certification ID: 9568272
• PMI-ACP	2025	Certification ID: 9607308
• PMI-RMP	2025	Certification ID: 9622355
• CAPM	2025	Certification ID: 9652954
• CCBA® Certification Training	2026	Certification ID: 9764927