



7208082002 / 9049460004

kshitij-chaudhari@outlook.com

[linkedin.com/in/kshitijchaudhari](https://www.linkedin.com/in/kshitijchaudhari)

www.iamkc.info

Certifications

Scrum Alliance
CSPO (Product Owner)
2018

ISTQB
CTFL Foundation
2012

Education

Stratford University
MBA (e-commerce & IT)
(*magna cum laude*) 2010

Pune University
BE (Electronics & TC)
(*First Class*) 2006

Strengths

- ↑ Quick Learner
- ↑ Risk Handling
- ↑ Communication

Weaknesses

- ↓ Patience
- ↓ Micro-management
- ↓ Work-life balance

Kshitij Chaudhari

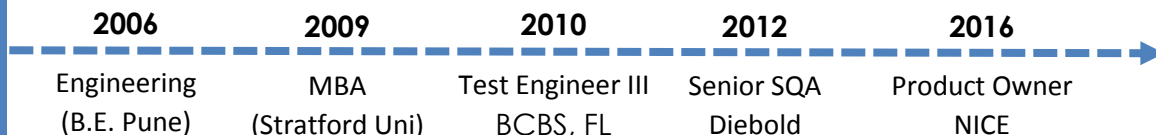
My Drive

To work with a collaborative and talented engineering team, pushing the limits of technology, contributing towards bringing in a meaningful change to the society.

About Me

- ≡ Scrum Alliance **Certified Scrum Product Owner (CSPO)** in 2018
- ≡ Overall over **nine years of experience** working in Software development with different domains like **Healthcare, Insurance, ATM and Banking domain** and **Telecommunications domain** related to **Contact Centers**
- ≡ Hands-On experience working with **Agile Scrum, Kanban** and **BDD environments** while having worked on Waterfall model in SDLC as well.
- ≡ Expert in **Product backlog grooming** and **prioritization** as well as adept with keeping **sprint backlog** cleanly **prioritized** and **ready to be pulled** by the team
- ≡ **Collaborated** with **Product Management** and **external customers** to understand the **incorporate new features** and **enhancements** to product.
- ≡ **Helped Services team** understand the need and **requirements** from the product and **deployment tools** and **added clear requirements** to enhance product and service tools.
- ≡ **Continuous collaboration** with **Scrum Master** and **Technical Manager** to steer team and provide them clear and vivid product roadmap.
- ≡ Assisted Scrum Master with **Sprint review** and **sprint demo sessions**. Involved in **demoing** the product **features enhancements** to **stakeholders**
- ≡ Attended **Sprint daily meeting** and **sprint planning meeting** to understand the team **issues** and **resolve** them with the help of **product management** and other stakeholders.
- ≡ Excellent and **interactive feature grooming sessions** for **business requirements** with team, senior developers and **technical architects**
- ≡ **Bridged the gap of communication** within team and across teams as well as the team and the **business stakeholders** (product management)
- ≡ **Involved in communicating team progress, issues** and **risk** and their mitigations to product stakeholder and team
- ≡ **Proposed new and innovative solutions** to product problems as well as team development issues while **managing expectation** on both ends the **product stakeholders** as well as **developments team, architect** and **technical manager**.

My Timeline



Professional Skills

Backlog Mgmt	    
Prioritization	    
Roadmap	    
Collaboration	    
Agile Ceremonies	    

Professional Tools

ALM Tools	    
Planning tools	    
UAT Testing	    
Tech Docs	    
CMS Tools	    

Coding / Platforms

JavaScript	    
C#	    
HTML / CSS	    
UI / UX	    
Cloud	    

My Interests



Work History

≡ NICE Software Systems (2016 to present)

Position – Specialist Product Manager

Project – Quality Central (v2.0, v2.1, v2.2)

Quality Central is a quality management tool in the workforce optimization platform of tools for the telecom domain. It allows companies to assess their call center agents and calls to be evaluated and assessed.

Project – Data Exchange Framework (DEF)

DEF is a middleware tool used to connect different products across NICE using an ETL algorithm and allow customers to transfer data across different products.

Job Description:

- ⊕ Created a **product backlog** from customer needs, **competitor parity**, **support services feedback**, **engineering feedback** and **product improvements**.
- ⊕ **Prioritized** and **Scoped** the **Epics** to sized **user stories** for product release cycles
- ⊕ Involved in scheduling deliverables along with ramping up support, services and sales & marketing teams
- ⊕ **Provided UI and UX wireframes** to development team for all enhancements and new features for the product.
- ⊕ Used **feedback and collaboration** with team and product management to fine tune **requirements** as well as **UI/UX for the product**
- ⊕ Managed and mentored team in **sprint planning**, **backlog grooming** and improve **sprint velocity**
- ⊕ **Mitigated Risks** with descoping, re-prioritization and managing stakeholder expectation
- ⊕ **Worked** on **Agile ceremonies** with the team like sprint planning, retrospectives and bug triages
- ⊕ **Co-ordinated** with **Scrum Master**, **Product Manager**, **Technical Manager** and **the team** to communicate and propose resolutions to ongoing road-blocks, issues and **delivery commitments**.
- ⊕ Involved with **User acceptance testing** and moving stories to an product accepted state before release
- ⊕ Worked on training the **Sales team**, **Services team** and the **company training team** with content as well as feature understandings and product goals and direction
- ⊕ Established **excellent collaborative relationships** with **Product management**, **Scrum Master**, **Technical Manager** and the **development team**

≡ Diebold Systems Pvt. Ltd. (2012 to 2016)

Position – Senior Software Quality Engineer

Project – Campaign Office

Project – Phoenix Interactive's Commander

Project – Agnostic Commander Agent Integration (ACAI)

≡ Blue Cross and Blue Shield of Florida (2010 to 2012)

Position – Test Engineer II and Test Engineer III

Project – Clinical Portal

Project – Alineo Care Management

Project – ICD 10 tactical mapping

Project – e-Contact and Campaign Management application