

MOHAN KRISHNA CHADRAM
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SUMMARY

I am a certified Product Owner & Scrum Master with 8+ years of experience in handling both functional and technical roles in Banking, Financial and Health Insurance sectors. I have an extensive expertise in delivering multiple Projects and Products of varying complexity and sizes, managing Customer Requirements and Expectations, managing project plans (budget, resources, timelines), Requirements Analysis, Risk/Issue Management, and delivering projects using Agile and Waterfall methodologies.

I ensure software development team is delivering the best business value. I am responsible for developing, organizing and prioritizing the Product Backlog while acting as the representative of the product management objectives by working with development and functional Teams.

I orchestrate, schedule, plan and facilitate continuous Business process improvement events by identifying and removing impediments. Experienced in leading the Teams Management responsibilities that includes Project coordination, planning, execution and release management.

My key expertise skills include —

- Responsible for defining, execution and release of the Product roadmap deliverables on the Business products & services.
- Act as Primary resource of contact to technical team and Customer team for any Business questions/concerns.
- Thoroughly understand the customer needs by interacting Business Stakeholders and partnered clients to deliver a smooth customer experience.
- Act as communicator with the software development team and stakeholders regarding the business objectives, functional objectives and user experience objectives.
- Build and maintain Agile team backlog, with input from the customer, Product Team, System Architect/Engineering and other stakeholders.
- Collaborate with Agile team and stakeholders to create the Epics, User Stories, prioritize Agile Team backlog and maintain just-in-time story elaboration activities on the Business requirements for Iteration Planning, including coordination of dependencies with other Product Owners.
- Accountable and Responsible for User Stories Acceptance by ensuring the Definition of Done is met.
- Participate in Iteration Retrospectives to assist the Team on Business process improvements.
- Coordinate functional, and technical dependencies with other LOBs, Product Teams and Project Leads throughout each iteration/sprint and Program Increment.

SKILLS:

- **Programming:** SQL, Soap Webservices, SAS, PL/SQL, Python, Java.
- **Data Analysis:** Tableau, Cognos, MSBI, Informatica.
- **Project Management/Workflows:** ITSM, ITIL, GitHub, HP ALM, JIRA, Confluence, MS Visio, SharePoint.
- **Database management/IDEs:** Hadoop, Oracle, Teradata, SQL Server, SAS Enterprise Guide, PyCharm.
- **Cybersecurity:** Identity and Access Management (IAM); Privileged Access Management (PAM); Governance, Risk & Compliance (GRC – RSAM, RSA - Archer).
- **Software Development Lifecycle (SDLC) Methodologies:** Agile (Scrum), Waterfall, Lean.

Certifications: CSPO®, CSM®, CyberArk Trustee, ITIL, Six Sigma (Green Belt)

EXPERIENCE

Product Owner

Client: Blue Cross Blue Shield
Employer: Natsoft Corporation
Project: Claims Member Portal

Newark, NJ
Apr 2020 - Till Date

The aim of Claims Member Portal Team is to analyze, understand and translate business needs into technical solutions and layout the roadmap in support of the broader product strategy. Partner with the cross-functional teams to define, build, and deliver our software solutions to a diverse group of customers with an enhanced Cloud and Digital transformation experience.

Responsibilities:

- Lead technology and development efforts by describing vision, outlining work in the team backlog, and prioritizing it based on business value.
- Establish and maintain a high level of stakeholder and user intimacy in coordinating all activities, acting as the point of contact for application development planning, applying domain expertise to adjudicate feature requests and development priorities.
- Contribute to Agile ceremonies such as daily standup, Sprint Planning, Backlog Refinements, retrospectives, team demos, and documented business release notes.
- Assess value, develop cases, and prioritize stories, epics and themes to ensure work focuses on those with a maximum value that are aligned with product strategy.
- Create and maintain the Product backlog and enabled delivery of Product Backlog by presenting backlog to team; creating, owning and refining well-formed user stories and artifacts that describe and detail new products, features and services based on feedback from team, creating acceptance criteria with the team, and accepting stories as they're completed.
- Facilitate Change & Data Management across entire process from Project conceptualization to Testing through Project Delivery, Software Development and Implementation in diverse Business and Technical Environments.
- Create, document and review of business/Functional Requirement Documents/Traceability Matrix (BRD, FRD, RTM) and System Requirement Specifications (SRS) through Business use cases and data mapping to control numerous artifacts produced by Teams across the deliverables.
- Gather & identify API requirements for many REST web-services that support JSON, which were used company-wide for various applications and web portals.
- Work with solutions/delivery teams to implement data quality processes during acquisition, ETL, and delivery stages for Business Intelligence solutions and changes to Data Warehouses.
- Execution of Runbook and gathering various requirements that include Functional Technical System to create the runbook.

Product Owner

Client: J P Morgan Chase
Employer: Tata Consultancy Services
Project: Document Management (Banking)

Columbus, OH
Jan 2018 - Mar 2020

The goal of CCB - Document Management Project is to provide maintenance/enhancements, integrations of modules and testing. Image Archive and Retrieval project provides services to search and retrieve documents from various archives of the firm, System Testing, Integration Testing, Regression Testing and User Acceptance Testing for the Servicing and Default applications. Image Archive and Retrieval project has a web portal to search and retrieve any document from various archives like IBM OnDemand, FileNet P8 and ETA archives. The web portal also allows the users to modify a document and upload to the archive, print the documents, fax and mail the documents. The project goal is to make enhancements to the web portal to make users access the documents easily.

Responsibilities:

- Worked with customer, users, and other contractors to gather, understand and document business, functional, technical & non-technical requirements.
- Enabled product vision from product management and operations teams into actionable product roadmap and releases.
- Owned the product backlog, coordinated with stakeholders to align on expectations.
- Worked closely with development staff to contribute to the identification, assessment, and integration of wide-ranging technologies and advanced concepts which facilitate the development, refactoring and re-architecting of systems across different security domains in order to ensure successful migration to the Cloud.
- Acted as an ambassador for the product internally and externally and as the primary contact for queries related to the product.
- Experience soliciting requirements from customers, building business cases, evaluating customer priorities and creating a release based on business value.
- Organized product backlog, participated in agile process, proposed product feature sequencing, and engaged heavily with management, engineers, QA, designers.
- Lead the Scrum Team's Product Backlog grooming, User Story development and Sprint prioritization.
- Coordinate across cross LOB's product owners, project managers, stakeholders and subject matter experts (SMEs) as the lead Business Analyst.
- Involved in all phases of data mining; data collection, data cleaning, developing models, validation, visualization and performed Gap analysis.
- Provided an active role in mitigating impediments impacting successful team completion of Release/Sprint Goals.
- Work with developers, user experience designers, subject matter experts, legal and compliance teams to obtain a well-rounded understanding of what is being asked for and our ability to deliver it within the constraints of our banking environment.
- Assesses potential impacts and changes to our core UIs, middleware services and Frameworks.
- Collaborated with other functional teams across the Risk and Non-Risk groups to use standard methodologies and ensure a positive customer experience throughout the customer journey.
- Engaged in creation of project workflows, Demos, User guides, support manuals for Technology Teams through Atlassian Confluence and JIRA.

Business Analyst

Client: J P Morgan Chase

Employer: Tata Consultancy Services

Employer: Axistech INC

Project: Identity and Access Management (Cybersecurity)

Columbus, OH

May 2017 - Jan 2018

Jun 2016 - May 2017

I am member of the Chase CCB (Consumer & Community Banking) Access Uplift - Identity & Access Management Team. Responsible to perform end-to-end information systems compliance testing that included assessing risk and formal reporting of risk internal and external to the enterprise. Compliance activities include Sarbanes-Oxley compliance, operational audits, Information Technology audits, internal audits, external audits, business analysis and requirements gathering.

Responsibilities:

- Liaised with project managers, designers and development teams (on-site and offshore) to ensure that projects in progress are developed to deliver the business requirements.
- Driven the alignment across stakeholders including business owners, senior Business sponsors, technical architects, and developers (not as a project manager but as a leader and vision holder)
- Develop and maintain the Identity and Access Management Architecture and standards.
- Worked closely with the Risk Control teams and ADM for break remediation planning and

standards compliance.

- Design, deliver and maintain firm wide Privileged Access Management (PAM) solutions.
- Perform effective testing of inter-system connection and application controls.
- Worked extensively with data governance team to maintain data models, Metadata and dictionaries.
- Created and published multiple dashboards and reports using Tableau server.
- Extensively used SQL queries for legacy data retrieval jobs.
- Coordinating SOX walkthroughs for internal controls to ensure compliance with Sarbanes-Oxley legislation.
- Develop, maintain, and execute standard operating procedures (SOP) for all identity management.
- Coordinate on-going remediation efforts by working with stakeholders to determine ownership and appropriate corrective actions.
- Performed various walkthroughs and testing of entity-level controls, change controls, access controls, automated controls, process related controls, and other general controls such as disaster recovery, backups, and business continuity. Perform effective testing of inter-system connection and application controls.
- Build partnerships with business units to ensure that business requirements continually inform Role Based Access Control program
- Involve in testing & operations on various operating systems, databases and applications, including but not limited to SAP, PeopleSoft, Windows 2000 and Active Directory, AIX, UNIX, Mainframe, Oracle and proprietary technologies.

Business Analyst

Client: J P Morgan Chase

Employer: Axistech INC

Project: BCBS Reporting (Auto Finance)

Jersey City, NJ

Aug 2015 - June 2016

Worked for the Chase Auto Finance, BCBS (Basel Committee on Banking Supervision) Reporting project, specific responsibilities include producing project scope documents, documenting functional specifications, performing complex data analysis, data mapping, defining test scripts, liaising with the advisor end-users on business related project deliverables. Responsibilities include adherence to the defined SDLC processes, project deliverable management, advanced data analysis, issue and risk identification and tracking, as well as status reporting.

Responsibilities:

- Facilitated collection of requirements from system users and preparation of business requirement documents (BRD) using Requisite-Pro that provided appropriate scope of work for the technical teams.
- Developing Source to Target Mapping for the incoming data, certifying the quality of data in tables and files and also in getting the reporting requirement from business to incorporate it to SQL logic.
- Unwinding the existing logic in SQL Server/Oracle to fit into new ICDW model and create STT (Source to Target) documents
- Prepare a Base Query and the transformation logic for the respective target Integration Tables and Semantic views.
- Creating databases, users, tables, triggers, macros, views, stored procedures, functions, Packages, joins and hash indexes in Teradata database
- Performance analysis, monitoring and SQL query tuning using EXPLAIN PLAN, Collect Statistics, Hints and SQL Trace both in Teradata as well as Oracle
- Reviewing the referential and historical integrity of data warehouse information
- Coordinate with key stakeholders, subject matter experts, application owners, IT and other analysts for business requirements gathering and analysis.

Data Remediation Analyst

Client: First Hawaiian Bank

Employer: Axistech INC

Project: CCAR (Financial Data Analysis)

Honolulu, HI
Feb 2015 - July 2015

Data Integration/Remediation project, for the Risk Analysis Division. My role was to access the information about the data source fields from the point of delivery mappings for the Banking systems and assess the impact on downstream data management environments of processing different banking products via different systems and processes. The banking systems included the Advanced Lending Solutions, Mortgage Servicing Systems, Mortgage Origination Systems, Collection & Recovery Systems, Automated Financial Systems and Total System Services.

Responsibilities:

- Profiling the CCAR Data fields in Enrich and source system fields.
- Verification of technical requirements for creating the CCAR fields in Oracle Database.
- Built and maintained SQL scripts, indexes, and complex queries for data analysis and extraction for various projects.
- Analysis on the preliminary list of gaps and in scope systems/field to identify Data Modeling changes.
- Gathering the information about manual sources that are not captured in POD Mappings.
- Assisted in creating business requirements, technical specifications, implementation and test plans.
- Responsible to capture the Data Issues identified during: EY Assessment, Pod Documentation, profiling source system fields and Enrich Fields.

Software Engineer**FRUX Software Solutions****AP, India**
Jun 2012 - July 2013

FRUX Software Solutions develops software solutions and provides integration services to deliver a standards-based, manageable and cost-effective infrastructure that reliably connects applications and integrated business processes across the extended platforms.

Responsibilities:

- Product development specializing in leading technologies like client-server, N-tier, E-Commerce, E-Governance and web-based applications.
- Maintenance and monitoring of Project wise performance of trainees, trainers, batch, training center and placement coordinators.
- Delivery of high-quality solutions in the field of Information Technology.
- Provide an objective system for recording and aggregating information.

PROFESSIONAL CERTIFICATIONS

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- **Certified Scrum Product Owner®** - Scrum Alliance, ID 001320781 in Feb-2022.
 - **Certified Scrum Master®** - Scrum Alliance, ID 001320781 in Mar-2022.
 - **CyberArk Certified Trustee** - CyberArk, ID 1221990 in Sep-2020.
 - **Certified Product Manager** - International Organization for Project Management, ID 69101005446165 in Feb-2019.
 - **Six Sigma Green Belt** - International Six Sigma Institute, ID 82059823175892 in Jan-2019.
 - **Certified Access Management Specialist** - Identity Management Institute, License 3944 in Feb-2018.
 - **Certified Identity and Access Manager** - Identity Management Institute, License 3676 in Jul-2017.
 - **ITIL Foundation Certificate in IT Service Management** - EXIN & AXELOS, ID 5946432.20639998 in Mar-2017.

- *SAS Certified Base Programmer for SAS 9 in Sep-2015.*

EDUCATION

International MBA Institute

Jan 2019

- Master of Business Administration in Management.
- Coursework: Levels of Management; Management Skills; Approaches to Management; Management Planning

Stillwater, OK

Oklahoma State University

Aug 2013 - Dec 2014

- Master of Science in Electrical Engineering.
- Graduate Coursework: Digital Computer Design; Information Assurance Management; Digital System Testing; International Teaching Assistant Oral Proficiency; Linear Systems; Wireless Communications.

Visakhapatnam, AP, India

Gitam University

Jul 2008 - Apr 2012

- Bachelor of Technology in Electronics & Communication Engineering.
- Undergraduate Coursework: Database Management Systems; Web Technologies; Computer Architecture & Organization; Operating Systems; Wireless Communications & Networks; Electronics Measurements & Instrumentation.