Jaya Vamsi Krishna Nune (PSPO & PSM)   **Agile Product Owner/BA**

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Objective

To leverage my expertise in product management, product ownership, and business analysis to drive innovative solutions that meet customer needs and align with organizational goals. With a strong focus on bridging the gap between business and technology, I aim to deliver value-driven products, foster cross-functional collaboration, and contribute to the strategic growth of the organization. I seek to continuously enhance processes, identify opportunities for improvement, and ensure successful delivery of high-impact projects in a dynamic, forward-thinking environment.

Profile Summary

A seasoned professional with over 10 years of experience in **product development** and **Business Analysis**, with a proven track record of driving product success through strategic planning, stakeholder engagement, and agile practices. Key areas of expertise include:

- **Product Development and Agile Practices**:
  - Defining and aligning product strategies with the overarching vision and mission.
  - Conducting regular user interviews to gather actionable insights and drive customer-centric development.
  - Managing product backlogs and leading **scrum events** such as sprint planning, reviews, and retrospectives to optimize team performance.
  - Facilitating **scrum training sessions** to improve team alignment and understanding of agile methodologies.
  - Leading **product planning efforts**, ensuring alignment with business objectives for sprints and releases.
- **Business Analysis and Project Management**:
  - Expertise in **requirements elicitation**, using stakeholder interviews, workshops, surveys, and document analysis to identify and define business needs.
  - Proficient in **breaking down complex requirements** into clear, actionable, and manageable deliverables for development teams.
  - Collaborating with stakeholders to ensure requirements are well-documented, aligned with business goals, and communicated effectively to all parties.
  - Extensive experience in **US Healthcare RCM**, including billing, claim processing, adjudication, and hospital/professional billing.
  - Expertise in **P&C Insurance**, with a focus on claims processing and workflow enhancement.
  - Leading project transitions, including scoping, requirements gathering, process documentation, and workflow creation using tools like **MS Visio** and **Lucid Charts**.
  - Facilitating **monthly scoping meetings** to define project boundaries, set priorities, and align stakeholders.
- **Collaboration and Workshops**:
  - Partnering with **scrum teams** to ensure seamless execution of product plans and delivery of high-quality solutions.
  - Conducting **customer workshops** to gather insights, align expectations, and showcase product capabilities.
  - Working closely with technology teams to address product gaps and deliver innovative business solutions.
- **Training, Publishing, and Stakeholder Engagement**:
  - Conducting training sessions based on ATA outcomes to enhance team skills and capabilities.
  - Publishing newsletters to keep stakeholders informed about key updates, project progress, and business goals.
  - Building strong client relationships to foster trust, ensure project success, and maintain long-term partnerships.

Recognized for exceptional interpersonal skills, logical thinking, and analytical abilities, with a strong focus on problem-solving, agile methodologies, and delivering impactful results in dynamic and fast-paced environments.

Skills and tools

Product Management & Agile Methodologies:
- Product Road mapping
- Backlog Management
- Agile/Scrum Framework (Scrum Master Certified)
- Sprint Planning, Reviews, and Retrospectives
- Product Vision and Strategy Alignment
- Stakeholder Management and Communication
- Requirement Elicitation and Analysis
- Prioritization and Release Planning

Business Analysis & Requirement Management:
- Requirements Gathering & Documentation
- Business Process Modeling
- Use Case Development
- Gap Analysis
- Functional & Non-Functional Requirements
- Data Flow Diagrams (DFD)
- User Stories and Acceptance Criteria

Testing & Quality Assurance:
- Automated Regression Testing (Product Owner for Testing Tools)
- Continuous Integration and Continuous Testing

Tools & Software:
- **Project Management & Collaboration Tools**:
  - Jira
  - Confluence, Slack, Microsoft Teams
  - Salesforce (CRM)
- **Design & Documentation Tools**:
  - MS Visio, Lucid Chart, Figma
  - Microsoft Office Suite (Excel, Word, PowerPoint)
  - Google Workspace (Docs, Sheets, Slides)
- **Data & Analytics Tools**:
  - Power BI
  - SQL (Basic knowledge)
- **Testing Tools**:
  - Postman

Communication & Leadership:
- Cross-functional Team Collaboration
- Customer Workshops and Stakeholder Engagement
- Training and Knowledge Sharing
- Conflict Resolution and Problem-Solving
- Presentation and Public Speaking

Organizational Experience

XEBIA CMIT SOFTWARE SERVICES PRIVATE LIMITED (April 2022 – Present)
Product Owner / Senior Business Analyst
Key Result Areas:
- Leading monthly and weekly scoping sessions to define project objectives, prioritize deliverables, and align teams with business goals.
- Coordinating with stakeholders to ensure the right topics are addressed to solve critical customer problems effectively.
- Managing Reason for Change documents to document and communicate scope changes.
- Conducting customer interactions to understand pain points and gather requirements, ensuring that solutions are aligned with client needs.
- Identifying and addressing functional gaps between business needs and system capabilities.
- Partnering with the Scrum Master to monitor project progress, ensuring timely delivery of features.
- Leading monthly progress meetings to review team performance, discuss blockers, and ensure alignment on project milestones.
- Conducting ETC discussions to ensure project estimates and timelines are aligned with business objectives and budget constraints.
- Managing budgeting and resource allocation to ensure optimal use of resources and alignment with project goals.

Project Details:
- Extensive experience in the P&C insurance domain, focusing on claims processing, policy management, and customer experience improvements.
- Serving as both Product Owner and Business Analyst for the Keylane SaaS provider project, working closely with cross-functional teams to deliver solutions that enhance client satisfaction and operational efficiency.

Athena Health Inc. (July 2016 – April 2022)
Product Owner - US Healthcare
Key Result Areas and Accomplishments:
- Led feature development efforts, collaborating with cross-functional teams to define and deliver features that align with business goals and customer needs.
- Broke down complex projects into epics and implementable user stories, ensuring a clear, actionable roadmap for development teams.
- Actively participated in Agile ceremonies, including sprint planning, daily stand-ups, demos, and production proving activities, to drive continuous improvement and timely delivery.
- Liaised with both product and development teams to help break down business requirements into technical specifications and actionable tasks.
- Represented the voice of the customer by interacting with internal and external stakeholders, ensuring that product decisions aligned with customer expectations and market demands.
- Investigated product issues, working swiftly to correct or escalate product problems, ensuring a seamless customer experience.
- Collaborated closely with project team members to identify and address problems quickly, reducing downtime and improving overall product quality.
- Identified and proposed innovative and automated approaches to routine tasks, suggesting solutions that were widely adopted to improve efficiency and reduce manual effort.

Project Details:
- Claims Adjudication: Worked on product features related to claims adjudication, focusing on automating the claims review process to reduce errors and improve operational efficiency. Ensured that the product met industry standards and compliance requirements while enhancing the customer experience.
- Test Automation Tools: Led the development and integration of test automation tools, streamlining the testing process and improving the quality assurance efforts across the product lifecycle. Focused on improving testing efficiency, reducing manual effort, and ensuring faster delivery of quality products.

Technosoft global pvt limited . (Nov 2015 – July 2016)
Business Analyst

Key Result Areas and Accomplishments:
- Worked on feature development.
- Broke project into epics and implementable user stories.
- Attended Agile ceremonies, demos and production proving activities.
- Liaised with product team and development team to help break down requirements.
- Interacted with internal and external stakeholders as voice of customer.
- Investigated and corrected or escalated product problems.
- Closely collaborated with project members to identify and quickly address problems.
- Identified innovative and automated approaches to routine tasks, making suggestions that were widely received.

Sysinformation Helathcare India pvt limited . (June 2015 – Nov 2015)

Business Analyst

Key Result Areas and Accomplishments:
- Worked on feature development.
- Broke project into epics and implementable user stories.
- Attended Agile ceremonies, demos and production proving activities.
- Liaised with product team and development team to help break down requirements.
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Certifications

- **Professional Scrum Product Owner (PSPO)** – [2023]
- **Professional ScrumMaster (PSM)** – [2022]
- **Certified Scrum Product Owner (CSPO)** – [2019]

Educational Qualifications

- **M.Tech in Power Systems** (2015) – Prakasam Engineering College
- **B.Tech in Electrical and Electronics Engineering (EEE)** (2012) – BVSR Engineering College

Personal Details

- Name in full   : Jaya Vamsi Krishna Nune
- Father's Name   : Koteswara Rao Nune
- Nationality   : Indian
- Date of Birth   : 30-Aug-1991
- Gender   : Male
- Marital status   : Married
- Languages known   : Telugu, English, Hindi and Tamil

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