

CAREER SUMMARY

▪ Product Owner

▪ Product Manager

▪ Product Specialist

- **Versatile & Transformative IT product enthusiast** with 13+ years of experience within various cloud platforms.
- Harvest customer needs through **interview, data insights to develop & evangelize** the roadmap and vision.
- Implemented **Agile mindset for building value props to influence business** with portfolio value streams.
- **An enterprising leader who excels in delivering** right tools, resources, and forming **DevOps support** at right time.
- **Composed analytical person with adept ability to juggle multiple assignments** simultaneously while formulating and implementing advanced business solution to meet diversity of needs.
- Firm believer of **authenticity, growth, collaboration & performance** in driving & delivering innovation, continuous improvement, and excellence to the customers.

Area of Expertise

- Agile Product Development
- Stakeholder Management
- User Experience (UX)
- Teamwork & Negotiations
- User Research & Discovery
- Product Vision & Roadmap
- Data Driven Decision Making
- Cross Functional Team Leadership
- Voice of Customer
- Lean Product Management
- Marketing Strategy & Research
- Problem Solving & Analytical Ability

WORK EXPERIENCE

Shell - Rotterdam, Bengaluru

Product Specialist/Product Owner- Customer Centric Program

JAN 2020 - PRESENT

The program's vision is a customer centric, fully automated and in the future autonomous supply chain from manufacturing to retail. The focus is on structural improvements to upgrade the operating model and may selectively include some front-line improvements to free up resources to work on structural changes. This is one of the key programs in shell for its future to be fully digitalized to achieve an aim of customer centric company.

- Created **strong backbone by co-founding the data team** and **unlocked the power of data** that enabled in **\$100 million revenue generation** to the core business during pandemic.
- Managed the product teams with engineers, analysts and data scientists and **revamped engineering process, implementing two-week code sprints, agile methodologies, and weekly code reviews.**
- Developed **product vision, strategy, and roadmap** to influence in increasing user adoption rate to 15% in a quarter.
- Functioned as a **"change agent"** in formulating a robust product strategy and presented **the concept of a data team in IT org and mentored 2 other programs** in implementing the similar set up.
- Conducting **qualitative & quantitative use research** with 20+ users from different domain by ideation workshop, interviews, and survey to translate into user stories.
- Organized a hackathon within team to brainstorm **"KPI dashboard with North Star metric"** for giving transparency and confidence to the end users.
- **Partnered with business stakeholders & executive sponsors** in gaining the buy-in to execute the corporate strategy of **product mindset & customer centricity** in products supply chain.
- Strategizing user adoption by leading **testing with high-fidelity prototypes & MVP** resulting **15% usage growth** in next iterations.
- Honored with **multiple "Special Recognition Award"** for my contribution to the \$ benefit and successfully executing the agile team.

Business Analyst/Product Manager- Customer Centric Data Analytics Program

FEB 2017 - DEC 2019

The program aims to leverage full information flow advantage across Shell to improve decision making and trading bias based on data insights. The program is increasing value creation through collaboration, creating new cross commodity opportunities.

- Directed the collocated team in preparing a successful translation of a not yet well-defined **strategic concept into a solid working prototype** by active user research, ideation workshop and interview.
- **Slashed addition cost** for change & release process by **improving 70% turnaround time to generate \$1 million benefit.**
- **Designed the primary transport supply chain to-be process** by analyzing existing processes by constant collaboration with oil & gas business SMEs in **brainstorming all proposed business logic** for future reference.

- **Launched internal agile trainings, product owner workshops** and mentored 50+ colleagues in bringing agile mindset.
- Honored twice with “**VP CIO Award**” for contribution to BA Community in slashing the **11% CCBA/CBAP certification cost** and **contributed to BA toolkit for BAs and aspirant BAs**.
- Established and rolled out better development practices for team to **improve productivity and product quality, including reliability guidelines**, timeline estimates, agile development, no-meeting Fridays, and bug training.
- Framed **DevOps Support model** to evangelize the product delivery while working in co-located environment.
- **Launched internal tech-talk program** to evangelize new technologies and build daily attendance to an average of 100+ people.
- Awarded with **top rating and consistently performed during my tenure** and received positive feedback from end users and key stakeholders.

Infosys Technologies - Bengaluru, Dusseldorf, Mysore

Consultant- British Petroleum & E. ON Global Commodities

APR 2015 - JAN 2017

- Conducted workshop with Product Owner and Business SMEs in **understanding product vision and preparing product strategy** for articulating the vision into feature, user stories and acceptance criteria for development.
- **Led team of associate consultants & business analyst** for oil & gas trading applications and delivered product MVPs and subsequent releases.
- **Bringing Agile Mindset into practice by educating business stakeholders** by writing user stories format, preparing backlog, structuring/ordering backlog items and following scrum ceremonies.
- **Acting as Scrum Master in contributing to quick win** and another work stream in gathering requirement, resourcing, and coordination between multiple teams.
- Realized **\$ 30 million through product delivery** and to automate the ongoing process into systematic way.

Senior Associate Consultant- British Petroleum

MAY 2012 - MAR 2015

- Performed and applied **business Analyst techniques for requirement gathering** like Requirement Workshop and Interviews for further analysis and Implementation.
- Performed and **applied business analyst techniques of data modelling and metrics and key performance indicators** in preparing operational manual for natural gas reporting.
- Awarded “Rating 1” (top 10% Performers) & presented as speaker in “PetroWorld Conference 2013”, August, Mumbai.

Xomox Sanmar Limited - Mumbai, Chennai

Engineer & Senior Engineer Sales

AUG 2007 - JUL 2010

- Prepare techno-commercial proposal includes: Technical bid, Commercial Bid, INCO Terms and comparative analysis.
- Prepare FAB (Feature, Advantage & Benefit) analysis, Cost-Benefit Analysis & Cost of ownership Analysis.
- Analyzed Oil & Gas competitive trends from established reports & present strategic insights to present as business building tool for market expansion.
- Appreciated for replacing competitor product with Xomox in Oil & Gas downstream & upstream companies.

CERTIFICATIONS

- Product Masterclass: How to Build Digital Products by Product School (01/2021)
- Professional Scrum Product Owner II (PSPO 2) by scrum.org (12/2020)
- Digital Product Management Specialization by Coursera (in association with University of Virginia) (11/2020)
- Professional Scrum Product Owner (PSPO1) by scrum.org (01/2019)
- Certification of Capability in Business Analysis™ (CCBA®) by IIBA (10/2017)
- Certified Scrum Master (CSM) by scrum alliance (03/2017)

EDUCATION

Indian Institute of Management (IIM) Indore, India

Expected DEC 2021

PG Certificate Program in Product Management

Pandit Deendayal Petroleum University, Gandhinagar, India

JUL 2010 - May 2012

MBA in Energy & Infrastructure (Operations)

Sardar Patel University, V V Nagar, India

OCT 2003- JUL 2007

Bachelor of Engineering in Industrial/Production

Tools & Technologies

- **Tools & Technologies** Postman, Azure Data Factory, JIRA, Confluence, Figma, Visio, Stream sets, MuleSoft, Azure LogicApp, SQL, Visual Studio