

PONNI MARIA GENEVEV

Master's Student at HTW, Berlin

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ponnimaria.github.io



Summary

Results-driven Project Manager with a proven track record of efficiently researching and analyzing business processes, as well as designing and implementing business solutions in Online delivery, Healthcare, and Chatbot domains

Education

MSc in Professional IT Business and Digitalisation 2022 September - Jan 2024

[Hochschule für Technik und Wirtschaft \(HTW\) Berlin - University of Applied Science](#)

Subjects: Data science, Mobile Computing, Cloud Computing, IT Project Management, IT Security, Requirements Engineering, Enterprise Architecture Management, and Data Ethics & Privacy.

Bachelors in Computer Science Engineering 2013 - 2017
[Mahatma Gandhi University](#)

Work experience

Product Manager - Healthcare, Online Delivery Nov 2019 - June 2022
[Cure Shop](#)

Worked closely with Business Stakeholders and product teams on multiple products across healthcare and online delivery domains.

- Successfully managed and led a 12-person team of both technical and non-technical professionals, effectively coordinating their efforts to deliver high-quality products on time.
- Actively involved in Backlog Refinement, Sprint Planning & PI Planning
- Worked with cross-functional stakeholders to understand the requirement, supported with Mock UIs, Process Flows & documentation. Performed internal sprint reviews.
- Conducted internal sprint reviews and facilitated sprint demos to business stakeholders, ensuring effective communication and feedback loops throughout the development process.
- Worked on Requirement Gathering, Project Plan Creation & Project Report - Creation for multiple projects in Healthcare and online medicine delivery domain
- Supported the scrum team in delivery by carrying out functional testing, test case review, functional risk & issue resolution
- Acted as the Scrum Master, overseeing sprint ceremonies, facilitating sprint deliveries and releases, and managing JIRA for efficient project management and task tracking.
- Created pitch deck and product presentations

Knowledge Engineer - Chatbot Sep 2017 - Nov 2019

[Cognicor Technologies](#)

Develop and manage Knowledge Bases for Chatbots in various domains including Financial, Insurance, and Wealth management. Gather and analyze business requirements. Responsible for required documentation and approvals for business requirement changes.

- Developed and documented functional and non-functional requirements
- Effective communicator with leaders and team members; briefed the team on project and program status and results
- Worked closely with Project Managers and operations teams to obtain requirement sign-off

Skills

Agile and Scrum



Project Management



Stakeholder Management



Requirement Gathering



Jira



Excel/MS-Office



UX Research



Wireframe Creation



Mockflow, Gliffy, Balsamiq

Documentation



Languages

English



Full Professional working proficiency

Malayalam



Native proficiency

Residential Address

Sellingdamm 11, 12555 berlin, Germany

- Research and develop KPIs from Chat logs. Create daily reports to track chatbot performance

