PONNI MARIA GENEVEV

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Product Owner specialising in eCommerce, SaaS & Cross-Functional Product Development

Product Owner with a unique blend of startup agility and corporate expertise. Worked in E-Commerce, Healthcare and Renewable Energy domains. Passionate about solving user problems through innovative tech products.

Core Competencies

Product & Business   Product Lifecycle Management, Agile/Scrum, Sprint & Roadmap Planning (Jira/Azure Devops), Mockups & Wireframe Creation (Figma/Balsamiq), PRD
Technical Skills   Analytics (SQL./MongoDB), Jupyter Notebook, Postman, Git

Work experience

Vattenfall, Germany   **Sep 2023 - Apr 2024**
Product Owner

- Served as Product Owner for an internal Project Management Tool used to manage Vattenfall's Renewable Energy Projects.
- Boosted adoption by 5x through regular stakeholder forums and targeted feature enhancements.
- Improved product quality by implementing formal sign-off processes, reducing post-launch issues by half and streamlining issue resolution.
- Enhanced cross-team collaboration across 5 teams by doing project management, accelerating feature development time by 3x while maintaining near-zero critical production bugs.
- Led comprehensive stakeholder management through training sessions, product walkthroughs, and clear change communication, increasing user satisfaction and stakeholder confidence in the tool.

Cure Shop - Healthcare Wellness hub, India   **Nov 2019 - Jul 2022**
Product Manager

- Founding Product Manager for a healthcare quick commerce app, establishing end-to-end product processes from the ground up and successfully launching the customer app, rider app, and back-office tool across iOS, Android, and Web platforms.
- Delivered Multi-Shop Buying feature resulting in 35% revenue increase by preventing customer churn and improving retention metrics.
- Orchestrated strategic alignment between development, marketing, sales, and support teams, resulting in faster time-to-market and effective collaboration.
- Managed complete mobile app submission processes across Apple and Android stores while ensuring regulatory compliance.
- Led exploratory product analytics myself to make data driven decisions on-the-fly.

Cognicor Technologies, India   **Sep 2017 - Oct 2019**
Knowledge Engineer

- Developed knowledge bases and training data for AI chatbots in banking, insurance, and wealth management domains.
- Analysed customer chat data using MongoDB to identify behavioural patterns, driving product improvements and increased chatbot resolution rates.

Education

HTW - University of Applied Sciences, Berlin, Master's in Professional IT Business & Digitalisation, Oct 2022 - Mar 2024

Mahatma Gandhi University, India, Bachelor's in Computer Science Engineering, Sep 2013 - Jun 2017

Certifications

Certified Scrum Product Owner®, Scrum Alliance, Inc.   **Mar 2025**

Product Management for AI & Data Science, 365 Data Science   **Nov 2024**

Prompt Engineering for Generative AI, LinkedIn   **Mar 2025**