

Prabir Ghosh, SAFe® 5 POPM™ PSM I™ ITIL® 4™



Phone: +91-7021272336 | 7208780068 | E-mail: prabeerghosh@gmail.com | <https://www.linkedin.com/in/prabeerghosh/>

Objective: Looking out for exciting opportunities in Payments, Travel and Products domain as a Product Manager to leverage my expertise and explore new dimensions in the digital landscape of Industry 4.0 to help create exceptional business solutions for clients.

Competency Snapshot:

Primary Skillset :- *Product Design & Management, Building Data Products, System Integration and Consulting, App Analytics & Intelligence.*

Area Of Expertise: *Complex Data Migration, API Integration, Application Development, and Digital Transformation initiatives.*

Domain Competency :- *Payments – Auth, Real Time Monitoring, Retail, Digital & Mobile Banking, Residential Mortgage Lending, P&C Insurance, Travel and Airlines.*

Delivery Competency :- *Agile- Scrum & SAFe, Waterfall, Iterative Waterfall SDLC practices.*

Data Competency :- *Tableau Visualization.*

Services: *SaaS, PaaS.*

Experience Summary:

- Presently working as a **Lead Product Manager** at **Mastercard** since **Aug 2022**. Launched two **Mastercard CEO Award winning Global B2B SaaS products** in less than a span of 1 year for Issuers and Acquirers with a potential revenue of \$50M in 2024 and a run rate of \$100M going forward.
- **More than 11 years** of Domain expertise in **Payments** (Auth, Real Time Monitoring, ISO 8583), **Banking** (Retail, Digital & Mobile Banking – Mortgages, P&C Insurance, Deposits, PLCs, Cards & Payments), **Travel, Aerospace, and Energy** (Oil & Gas).
- Extensive experience in leading concept- design – implementation of SaaS products from 0 to 1 partnering with cross-functional teams to design, develop, and launch and eventual iteration for continuous improvement.
- Proficient in both intuitive, anecdotal and data driven decision-making with an ability to lead and influence cross-functional teams like Engineering, Design, Sales, Market, Legal, Data, Franchise etc.
- Excellent communication skills in leading effective discussions with technical and non-technical audiences alike.
- Leading customer conversations, in-depth research, data analysis and customer discovery to identify opportunities and designing innovative solutions leveraging latest technology offerings, emerging trends, and Industry 4.0.
- Extensive involvement in Process Modelling & Re-engineering, Functional Consulting, User Experience & User Interface design with collaboration of our technology and design teams. Ability to explore, analyze and utilize various software platforms from an end user perspective and perform.
- Gathering user stories, presentation, preparing mock-ups and guiding Technical Team in solution development. Establishing and tracking key performance indicators of product effectiveness.
- Enthusiastic about Mobile Wallets, Innovations around Cards & Payments, Chatbots, Mobile App Development, Design Thinking, User Experience & Interface, Aviation, Travel, Tourism and Hospitality Innovations.

Licenses & Certifications :

- *Successful Negotiation : Essential Strategies and Skills - University of Michigan*
- *Agile Meets Design Thinking - University of Virginia*
- *AgilityHealth® Facilitator for SAFe®*
- *Leading Change - Mentora*
- *Mastering Emotions - Mentora*

Technical Skillset:

Visio, PowerPoint, Draw.io, Microsoft SQL, Jira, Rally, Google Analytics/ Matomo/ Coremetrix / Mixpanel, ITSM, Service First, Tableau

Work Experience:

❖ **IBM – Product Owner cum Senior Industry Consultant from May'21 to Aug'22.**

- Worked as a Product Owner looking after major features in a product namely Skylight (PaaS) modelled around AWS to manage the infrastructure better for the bank; automated 12 streams and decommissioned those portals. It was about bringing everything under one umbrella related from building a BOX/VM, maintaining it and to the point of Decommissioning it.
- Owned features like Quota, Self-service in Skylight - interacting with stakeholders owning different work streams, understanding their current work flows, TATs and finding out the scopes of automation. Actively involved in UX, Customer Journeys and User Acceptance.
- Role extended to gathering active feedback and turning them into actionable features; keeping the ambassadors of different interest groups informed within the Bank.

❖ **Accenture – Product Owner cum Lead Consultant from Nov'19 to May'21.**

- Enabled 10x user on-boarding and reduced service desk registration incidents by 20x by delivering a Seamless Digital Customer On-Boarding platform with deep focus in enhancing UX.
- Facilitated a Digital Transformation initiative for Access Management of the Agents' Portal for one of Accenture's Diamond Clients in P&C Insurance Domain.
- Previously worked in a complex data migration initiative of one of the Top U.S. Insurance client's journey from IBM Mainframes to Duck Creek Claims platform.
- Data Reconciliation & Analysis, Data Mapping, Extracting Business Rules from existing structure and converting them into simple/readable functional logic, Mapping to Duck Creek Claims platform and reconciliation of the migration activity by stringent UAT practices.

❖ **Tata Consultancy Services – Senior Business Analyst from Aug'15 to Oct'19.**

- At Boeing, reimagined the entire manufacturing inventory tracking dashboard for the client. It went from VB based application to a full-fledged digital solution.
- Gathered requirement for Skyline project which started from scratch for maintaining sales data for Boeing. Handled major change requests post deployment.
- Handled Sprint Planning, Scrum Meetings, Daily Stand-ups and Client Presentation. Prepared user stories, process flows, design documents, mock-ups, system interaction and use case documents.
- At CIBC, worked for a device-agnostic Digital Origination app m-Mortgage for Mortgage Advisors.
- Worked closely with End Users i.e. MAs to revamp their journey by engaging them in Design Discussions, Low Fidelity Mock-up building and passing it on to the ADM.
- Implemented a Best In Class FAQ chatbot to address frequent issues with a contextual invention to be made by Support Centre executives.
- Handled small, medium and big ticket projects in Mortgage And Loan Origination, Management, Adjudication and Servicing, PLCs, Cards and Deposits. Major Data and System Migration Projects were successfully implemented.
- Developed Use Cases, UI prototypes, Data flow diagrams, Data Models etc. and produced documentation that enable easy understanding and development of proposed solution.

❖ **Weatherford Engineered Systems Support – Analyst from December'14 to August'15.**

❖ **Capgemini – Software Engineer from June'13 to December'14**

Educational Qualification:

- Engineering Graduate in Information Technology (B.Tech) from Institute Of Engineering And Management, Kolkata in the year 2013. DGPA 8.94, among Top 3 in the Department.
- Passed out Higher Secondary Examination from Falakata High School (H.S.) in 2009 with 88%, major in Science. Featured in Top 3 of the District Merit List among 100+ Schools.
- Scored 95% in Secondary Examination' 2007, Falakata High School (H.S.). School Topper, among Top 3 in the District in the cluster of 100+ Schools.

Achievements and Extra-Curricular Activities:

- Awarded **Mastercard's highest honor - the CEO Award in 2024** for Mastercard Early Detect Insights Product.
- Recognized and awarded as a Distinguished Team member of successful project implementation in TCS in the year 2016 and 2017.
- Was awarded the best Opposition Leader in the Youth Parliament organized by Department of Parliamentary Affairs, Govt. Of West Bengal in 2007.
- Championed in the Block, District and State level competition on Scientific Awareness organized by Birla Industrial & Technological Museum along with Department of Youth Services, Govt. Of West Bengal in the year 2004.
- Had successfully undergone the hands on training cum awareness program on Application of Geo Informatics for Rural Development and Poverty Alleviation organized by Government of India in 2005.
- Awarded Merit Certificate in Talent search Examination Organized by All India Science Teachers' Association, Bangiyo Bhugol Mancha and Paschimbanga Vigyan Mancha in 2002, 2003, 2005 and 2006.
- Champion of awareness building exercise by State Leprosy Eradication Board in 2000.
- Completed till 2nd year and received the certificate of Diploma in Fine Arts (Painting) by Pracheen Kala Kendra, Chandigarh.
- Worked as the Captain of ECO CLUB in School from 2003-2007 and carried out major plantation drive in school and surrounding locality.

Personal Profile:

Date of Birth :- 13 Oct'1991

References :- Vitthal Patil, Manager, Capgemini India, Contact - +91-9819824676.
Chetan Kapoor, Senior Business Analyst, TCS, Contact - +91-7208050023