Sachidanand Singh

Product Owner/Sr. Business Analyst

Sachidanand01@yahoo.com   +91-9945-121-727   Bangalore, KA, IN

WORK EXPERIENCE

Zapcom Solutions - Product Owner/Sr. Business Analyst
Oct 2021 – current   Bangalore, IN

- Manage end to end project delivery for enterprise products using scrum & waterfall methodologies.
- Gathered requirements, created functional solution documents, user stories & test plans based on business needs.
- Acted as the liaison between product, IT, and sales teams to understand customer demand for new features and prioritize the product roadmap.
- Define scope, create project plans, collect requirements & mitigate risks to ensure release with planned schedule.
- Worked cross-functionally with executive leadership and marketing teams to understand customer pain-points and translate them into actionable user stories.
- Owned the product roadmap and met 96% of all feature deadlines by identifying and mitigating any engineering roadblocks.
- Fostered open communication between executive stakeholders, engineering, and marketing, resulting in a speed improvement of the feature development life cycle by 22% year over year.
- Created user story acceptance criteria to get buy-in from stakeholders and refined those stories with Scrum teams.
- Managed and re-prioritized the product backlog, resulting in coming under budget by an average of $45,000 on projects.
- Owned the planning and scheduling of two-week sprints and articulated the product vision to engineering, resulting in hitting 98% of the product goals defined at the beginning of the year in 2017.

System Solution & Design, Tata Sky – Assistant Manager
Jul 2013 – Oct 2021 (8 Years 5 Month)   Bangalore, IN

- Manage end to end project delivery for enterprise products using scrum & waterfall methodologies.
- Collaborate with business stakeholders, manage teams of external partners, and coordinate the activities among cross functional.
- Define scope, create project plans, collect requirements & mitigate risks to ensure release with planned schedule.
- Perform process assessments, analyze current state of processes, identify gaps, and create plans for future state processes and improvements for tangible and intangible benefits.
- Develop project & change management metrics to measure the pace & success of the project and perform presentations to senior.
- Conducted UAT with the cross-functional business teams to ensure the system was aligned with the vision of the business teams.
- Prepared, scheduled and lead meetings between enterprise business and technical resources and multiple vendors in preparation for demonstrations and productive meetings with fewer follow up questions and communications.
- Enterprise Projects, Process Improvements & Automations through Agile methodologies
  - CPS project for contact center by automating complex process for agent.
  - WhatsApp integration with Tata Sky
  - Complete Revamp of web selfcare for Tata Sky
  - Automation of static process at back office

Tata Business Support Services – Senior Executive

Nov 2011 – June 2013 (1 Years 7 Month)   Bangalore, IN

- Coordinated with multiple stake holder depending on root cause and bug reported by end user.
- Liaised with business and internal cross functional departments for alternate solution while waiting for ticket to resolve.
- Monitored social media trends related to Tata Sky by providing immediate response to user.
- Prepared feedback document basis the root cause analysis and bug or gap identified by end user and shared to leadership team. by raising relevant ticket to IT

Wipro InfoTech – Help Desk Coordinator

Nov 2009 – Aug 2011 (1 Years 8 Month)   Bangalore, IN

- Coordinated with multiple stake holder depending on root cause and bug reported by end user.
- Liaised with business and internal cross functional departments for alternate solution while waiting for ticket to resolve.
- Monitored social media trends related to Tata Sky by providing immediate response to user.
- Prepared feedback document basis the root cause analysis and bug or gap identified by end user and shared to leadership team. by raising relevant ticket to IT

Training & Certification

- Certified Scrum Product Owner (CSPO) 2023
- RPA implementation training from Tata Sky 2020
- Selenium, training from QSpider, Dec 2020
- Java SE, training from QSpider, Dec 2019

SKILLS

- Stakeholder Management
- Project Management
- Agile Development
- Business Analysis

- Power BI
- Tableau
- SQL
- Selenium

- Prioritization
- SDLC
- Requirement Gathering
- Automation Testing

EDUCATION

CSJM University – Bachelor of Arts (BA)

2013, 8.35

State Syllabus – Secondary School Certificate

2005, 69

State Syllabus – Higher Secondary Certificate

2009, 65

Sachidanand Singh   **Date**