**PROFILE SUMMARY**

IT professional with 19+ years of experience predominantly (13+ years) in Retail domain for various global top retailers. Specialized in Business Analysis and Product Management. Expertise on several transformation programs across Distribution, Supply chain and Inventory Management functions.

**SKILLS**

**Product Management**

**Product Discovery Requirement Elicitation**

**Market Analysis**

**Business Analysis**

**Stakeholder Management Agile Development**

**Supply Chain**

**Inventory Management Logistics and Distribution Reverse Logistics**

**Pre-Sales**

**EDUCATION**

**Bachelors of Engineering in Electrical and Electronics Engineering** College of Engineering Guindy (CEG), Chennai (#1 in Tamil Nadu and Top 10 in India) **CERTIFICATIONS**



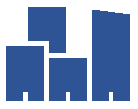
o BCS/ISEB Certified **Business Analyst**

o Scrum Alliance **Certified Scrum Product Owner** Professional (09/2019 – 09/2021)

o Scaled Agile Inc certified **SAFe Agilist** (02/2019 – 03/2021)

o Scrum Alliance **Certified ScrumMaster** Professional (08/2013 – 08/2021)

**ORGANISATIONS ACCOLADES**



- Atos Syntel (05/2015 – Present)

Designation: Senior Consultant (Role: Product Manager)

- Steria India Ltd (01/2007 – 04/2015)

Designation: Project Leader (Role: Product Owner)

- Cognizant Technology Solutions (08/2005 – 01/2007)

Designation: Associate (Role: Team Leader)

- Tata Consultancy Services (05/2001 – 08/2005)

Designation: IT Analyst (Role: Senior Designer)

o Value award for providing innovative solution and saved $1 million for Qwest in TCS

o Runner up for best Tesco project of the year 2012 and several other

value awards in Steria

o Best team and individual performer awards for implementing Kroger Instock apps successfully

o Long service awards in TCS, Steria and Atos Syntel

**WORK EXPERIENCE**



**Atos Syntel**

**05/2015 - present**

Product Manager/ Product Owner

**Steria India Ltd**

**01/2007 – 04/2015**

Product Owner / Business Analyst

**Cognizant**

**08/2005 – 01/2007**

**Clients – The Home Depot, USA and The Kroger Co, USA Core Responsibilities:**

• Involve in product discovery and end user journey, identify pain points, do business, market analysis and come up with product requirements

• Build and maintain product roadmap. Support UX team to define Wireframes

• Define product features and create user stories for all product features in alignment with product vision and OKRs

• Prioritise product backlog, groom user stories with engineering team, assist team to develop the products as per business need and accept stories

• Implementation support and collect customer feedback, prioritise along existing backlog and deliver.

• Handle proposals for various Retail customers and provide pre-sales solutions

**Notable Achievements:**

• Delivered Several Instore Android mobile Apps for Kroger store associates to effectively manage the inventory (Restock Kroger) – 15% Improved BoH accuracy, 25% improvement in store productivity and pick up fill rate to 97%

• Standardised and Centralised the merchants interface with Advertising and

Marketing merchandising submissions

• Enabled Direct Fulfilment freight payment by supporting complex allocations for interconnected retail and leveraged the capital investment in existing systems and drive cost out of the business through a reduction in 3rd party audit fees - Carrier Invoice Management (CIM)

• Successfully implemented Inventory Event Management (IEM) to Plan, Order and monitor inventory for events/promotions created by Supply Chain Inventory planning and Replenishment (IPR) team.

**Client – Tesco UK and group countries**

**Core Responsibilities:**

• Requirement elicitation and management by working with multiple stakeholders and functional groups

• Gap analysis, Feasibility study, Business analysis and define solution features

• Create user stories, prioritise product backlog, groom them with engineering team, assist them develop products as per business need and accept stories

• Implementation support and manage enhancements

**Notable Achievements:**

• Successfully implemented Congestion Avoidance in Fresh Depots to avoid pickers congestion in Fresh depot lanes thereby improved productivity and overall supply chain effectiveness (15% improvement in Depot productivity)

• Delivered Store Returns mobile App to manage customer returns– 35%

improvements in Store associates productivity and improved customer service

• Digitalised Thailand and Malaysia Tesco Stores POS VAT refund forms –

Enhanced customer and digital experience

• Implemented Quality Information system to record and report Tesco Food/Non

Food products quality and aid Senior Business take strategic product decisions

**Client – Metlife, USA**

Team Leader • Lead and delivered institutional disability insurance billing projects

**Tata Consultancy**

**05/2001 – 08/2005**

**Clients – Swisscom, Switzerland and Qwest, USA**

Senior Designer • Key designer for successful Wireless Billing system consolidation in onshore as part of Sprint & Qwest wireless merger