

STEPHEN MATHEW

Technical Product Manager



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Kochi, Kerala

EDUCATION

Master of Technology

Birla Institute of Technology and
Science, Pilani
2018 – 2019
Computing Systems
and Infrastructure
WILP
(CGPA: 9.47 / 10)

MicroMasters

Massachusetts Institute of
Technology, Cambridge
2020 – present
Statistics and Data Science
MITx

Post Graduate Diploma in Business Administration

Institute of Management
Technology, Ghaziabad
2015 – 2016
CDL

Bachelor of Engineering

University of Mumbai (Fr.CRCE)
2004 – 2008
Computer Engineering
(Passed with Distinction)

SUMMARY

- Over 4 years' experience in as Product Owner in an Agile development group for a leading global technology company
- More than 7 years' experience in Managed Print Services industry
- Certified in Data Science and Machine Learning by Massachusetts Institute of Technology
- Total IT Experience of over 12.5 years.

PROFESSIONAL EXPERIENCE

Lead Product Owner

Xerox | Kochi, India

2018 – Present

Highlights and General Activities:

- Lead Product Owner for core Managed Print Services (MPS) application, XSM
- Owned and delivered 20+ new features from requirements gathering to post release support for the XSM application
- Coordinating Engineering activities in a fast-paced Agile/Scrum development environment to produce new features & functionality
- Authoring of Release Notes, Readmes, User Guides and Feature Content documentation for each release
- Conducting regular Bug Triage for the entire development group resulting in quick triage of bugs and an all-time low in bug count.
- Mentoring of newly hired Product Owners. Actively involved in interviewing Product Owner as well as Dev Support Engineer candidates.
- Coordinated with 10 engineering teams for the successful implementation of the upgrades of a large part of the MPS suite of apps to make them compatible with Chromium engine browsers.
- Led implementation and designing features to introduce Xerox Direct Device printer data into XSM and its related apps.
- Authoring of training material for new hires in the Knowledge Base including hands-on exercises.
- Hosting regular catchups between the Product Owner community and other communities such as Development Managers and Scrum Masters.
- Received highest grade for the Dissertation done as part of M.Tech with BITS Pilani at Xerox on "A Study into the deviation in actual printer usage from the expected and deriving the Ideal Coverage for a device" involving Machine Learning tools. [See a summary of the Dissertation](#)



KEY SKILLS

Product Management

Scrum Practitioner, Requirements gathering, User Story Writing, Good communication, Collaborative decision making

Data Skills

Machine Learning with Neural Networks, Linear and non-linear Classifiers, Linear Regression, Reinforcement Learning, Bayesian statistics, Statistical Inference, Statistical Estimation, Hypothesis testing, Probability and Limit Theorems

TECHNICAL SKILLS

Data Science

Pandas, PyTorch, Scikit-learn, Numpy, Google Data Studio

Programming Languages

Python, R, C#/ASP.NET, Android (Java), SQL

IDEs

VS Code, RStudio, Android Studio

Agile Tools

Azure DevOps, TFS

CERTIFICATIONS

Certified Scrum Product Owner (CSPO) (Mar 2019)

MIT 6.86x: Machine Learning with Python-From Linear Models to Deep Learning (Dec 2020)

MIT 6.431x: Probability - The Science of Uncertainty and Data (May 2020)

MIT 18.6501x: Fundamentals of Statistics (Sep 2020)

MIT 14.310Fx: Data Analysis in Social Science (Sep 2020)

Microsoft Certified: Azure Fundamentals AZ-900 (Nov 2019)

LANGUAGES KNOWN

English, Norwegian, Hindi, Malayalam

PROFESSIONAL EXPERIENCE, CONT.

Lead Development Support Engineer

2014 – 2017

Xerox | Kochi, India

Highlights:

- Won the Eagle Award twice - in 2015 and in 2017
- Won the Eagle Squad Award in 2015

General Activities:

- Lead Engineer for the Global Development Support/MPS L4 engineering team
- Responsible for providing Level 4 technical customer support on a daily basis to Platform Development group's customer base. Management of external relationships and issue resolution coordination between the support and the development teams are primary responsibilities.

IT Operations Consultant

2011 – 2013

Oslofjord Convention Center | Oslo, Norway

Consultant/Administrator for MS Exchange, Active Directory and Citrix for more than 20 client companies.

Systems Engineer

2008 – 2011

Infosys Ltd. | Pune, India

.Net Developer for Infosys iCare suite of products

Highlights:

- Team Extra Miler Award RAMP Q1, 2010
- Star of the Month Award RAMP Q4, 2009
- Editor, Confluence newsletter, TSG
- Batch Topper at Infosys, Mysore Compre Exams for .Net, Java and Generic streams

ACHIEVEMENTS

- Passed with Distinction, Grade 4 (Theory and Practical) Grand Piano exams at Trinity College, London
- Maharashtra State Rank 18 in Computer Olympiad, 2002
- Editor (2006-07) of magazine 'Fragmag 07' at Fr.CRCE, Mumbai, India
- School Vice Captain (2000-01) at Rajhans Vidyalaya, Mumbai, India
- Chief Student Editor (2000-01) of magazine 'Sugandh' and Asst. Student Editor (1999-00) of newsletter 'Rajhans Vision' at Rajhans Vidyalaya, Mumbai, India
- at Rajhans Vidyalaya, Mumbai, India
- Passed Std. 12 (CBSE) in 2004 with 86% and Std. 12 (CBSE) in 2022 with 91%