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

- 4 years' experience in as Product Owner in a leading global technology company
- More than 7 years' experience in Managed Print Services industry
- Certified in Data Science and Machine Learning
- Total IT Experience of 12.5 years.
  Total Experience at Xerox of 7.5 years

PROFESSIONAL EXPERIENCE

Lead Product Owner   *2018 – Present*
Xerox | Kochi, India

Highlights:
- Assigned Lead Product Owner responsibilities for XSM application in March 2021
- Owned and delivered 20+ new features from requirements gathering to post release support for the XSM application
- Worked towards reduction in the count of Field by expediting triage of bugs
- Led dev effort and sessions to improve the MPS L4 CAB process
- Mentor for newly hired Product owner. 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 IWS suite of apps to make them compatible modern browsers such as Microsoft Edge (in Oct 2021) and Google Chrome (for May 2022).
- Acted as Feature Product Owner for implementation and designing features to introduce Direct Device printer data into XSM and its related apps.
- Contributing content for new hire training in the knowledge base including a hands-on exercise on XSM and an overview of MPS/IWS and XSM.
- 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.

General Activities:
- Cooperated with the Engineers in a fast-paced Agile/Scrum development environment to produce new features & functionality
- Conducts Bug Triage for bugs for all apps.
- Represents MPS dev and actively participates in MPS L4 CAB meetings
- Involved in "offline" bug triaging for XSM Field Issues and very quick assignment of bugs to the appropriate person
- Hosts the POs and ADMs bi-weekly catchup for XSM and FMP apps - enables ADMs and POs discuss feedback openly to improve delivery

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%