Akansha Grover
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Profile Summary

- Currently working as a **Product Owner (Associate)** with **JP Morgan & Chase (Bangalore, India).** Prior to this, I have worked as a Senior Business Analyst with **Photon Interactive (Bangalore, India).**
- Close to **6 years** of digital customer experience, digital product/program management with expertise in **Consumer Banking, US healthcare** and **Retail e-commerce domain**.
- Completed 2 years **PGDM** course **(Marketing & Finance)** from Balaji Institute of Management & HRD (Pune, India).

Projects

JP Morgan & Chase, Bangalore | Product Owner, Associate (1.5+ years) | Sep 2019 to Present

- Built an entry point for **home lending customers** to make the payment in accordance with the **Covid plan** and not as per the contractual obligation.
- Added an easy access to view enhanced transaction details for wire transfers on the dashboard. This enabled 4.66 billion **saving and checking account users** to view the complete information of incoming and outgoing wire transfers.
- Introduced SSO integration with various third parties for **auto loan and lease accounts**
- Improved user experience for **credit card customers** to show a flyout to display the detailed reconciliation of current balance.

Photon Interactive, Bangalore | Senior Business Analyst (4 years) | May 2015 to May 2019

- Web and mob app – Built a patient portal app for a non-profit health care organization (US Healthcare).
- Mobile app – Built a restaurant finder app for one of the largest US based chain restaurant (Retail e-commerce)
- Web redesign – UI redesign and migration of the Content Management System- Sitecore from v7.2 to 8.0 (Retail e-commerce)

Roles and Responsibilities

- Proficient in coordinating with multiple teams and conduct thorough analysis of the business functions.
- Documenting business functions into high level and detailed requirements.
- Responsible for breaking down high level requirements into granular work items and define user stories in Confluence.
- Work with project partners to lead projects through to successful and timely delivery of all phases.
- Actively manage scope changes and the impact to the overall plan and be the central point of liaison, communications and coordination between technical teams and other stakeholders throughout the change process.
- Provide regular project updates to program team, stakeholders and senior management.
- Resolve day-day project issues and conflicting workload priorities.
- Managing the Product backlog, grooming and prioritizing user stories, documenting workflows and creating low fidelity mockups for development team.
- Closely partner with different stakeholders like business users, product development, development teams, UX and quality analysts for delivering end-to-end business functions.
- Conduct demo sessions/presentations and create mockups to conceptualize solutions. Conduct knowledge sharing and training sessions on user stories and test cases.
- Coordinating end to end UAT testing for client facing and client services driven applications.

Skill set and certifications

- A certified Scrum Master and Product Manager.
- Tools: Sitecore, NCP, Jira, Confluence, MS-Office, Skype and Zoom.
- Process improvement experience.
- Agile and Jira experience in large, regulated organizations.
- Understanding of Adobe Experience Manager for analytics tracking.

Academic Achievements

Degree	Year	Institute, University/ Board	%
PGDM (Marketing & Finance)	2015	Balaji Institute of Management & HRD	70
B.com (Hons)	2013	University of Delhi	70.4
H.S.C	2010	DPS Ranipur, CBSE	85
S.S.C.	2008	DPS Ranipur, CBSE	83.4

Other Achievements

- Member of Student Council 2015 at Balaji Institute of Management & HRD.
- Been appointed as Academic Coordinator for two consecutive semesters.
- Marker Cup holder in Economics in 12th standard.