

# PORTFOLIO

My name is **Varun Jain** and over the past ten years, I worked on multiple products and groomed myself into a full time Product Manager role. Some of my key projects are listed below:

## 1. Booking portal for 3E Holidays Private Limited – under development

It is a B2B portal developed for global agents with features of booking a hotel, transfer, visa, package and excursion. It is integrated with dynamic suppliers and facilitates real time booking using Expedia, GTA.

Roles & Responsibilities:

- Creating PRDs and wireframes detailing the workflows.
- Maintaining the product roadmap based on emerging market demands and user needs.
- Maintaining a healthy communication with stakeholders and customers.
- Managing the end to end product development using agile practices.
- Code reviews and technical discussions to ensure clean coding.
- Align with cross functional teams – Developers, QAs, Support, Marketing.
- Feature presentations to customers to gather feedback.

## 2. Travel & Hospitality ERP system:

<https://www.sriggle.tech/home/oursolutions>

A web-based application hosted over AWS was developed and offered on SaaS model to companies. It is equipped with AI and configurable workflows.

Roles & Responsibilities:

- Creating PRDs and wireframes detailing the workflows.
- Involved in gathering customer requirements and market research.
- Managing the end to end product development using agile practices.
- Automation framework set up for QA.
- Code reviews and technical discussions to ensure clean coding.
- Delivering Presales demonstrations of the product to prospective customers.

## 3. Xuber for Insurers:

[https://www.dxc.technology/insurance/offerings/11097/141695-xuber\\_for\\_insurers](https://www.dxc.technology/insurance/offerings/11097/141695-xuber_for_insurers)

Xuber for Insurers provides an agile, configurable solution for end-to-end business processing, including CRM, underwriting, accounts, claims and bureau / non-bureau messaging for a wide range of specialty lines.

#### Roles & Responsibilities:

- Understanding product requirements.
- Documenting the functional workflows.
- Preparing Requirement Traceability matrix for ensuring Test coverage check.
- Involved in test design documents.

#### **4. Stopware PassagePoint Global:**

<https://stopware.com/products/passagepoint-software/passagepoint-global>

A visitor management software used at the airports, railways stations with usage of barcode scanner, biometric. It also contains Kiosk interface.

#### Roles & Responsibilities:

- Understanding product requirements.
- Create test coverage documents and test scripts using Java.
- Automation framework set using Page Object model approach & TestNG.
- Quality check for the new features before demonstrating to the client.
- Reporting issues on JIRA.
- Providing product support to users.

#### **5. KANA Service Experience Management (acquired by Verint Inc.)**

<https://www.verint.com>

KANA Service Experience Management (SEM) is the flagship customer service offering from KANA Software, Inc. Customer service as a process or as a "Service Experience.

#### Roles & Responsibilities:

- Developing automation scripts for QA team.
- Setting up Staging environment against DB2 & Oracle.
- Working as a scrum team member responsible for testing & build installation.