

Summary

- ✓ Certified Scrum Product Owner with 6+ years of experience in leading and managing critical and strategic technical projects from initialization to completion
- ✓ Strong technical foundation, sharp business acumen coupled with articulate communication skills, leadership qualities drive the zeal for customer success
- ✓ Adept in Product Management, Agile and Waterfall methodologies, SDLC and Business Intelligence

Work Experience

Product Manager, AIG, Fort Worth TX

August 2017 – Present

- Responsible for managing Application Monitoring and AI Operations (AIOps) products (ThousandEyes, SolarWinds, nGenius Pulse and ServiceNow), deliver service and support business-critical AIG applications for approximately 20,000 users
- Lead through different stages of implementation for both on-premise and SaaS solutions, facilitate sprint planning and scrum events, deliver minimum viable product MVP and product increments as per the Definition of Done (DoD), UAT testing criteria, and manage stakeholder communication and status reporting through JIRA
- Create, maintain, and prioritize product backlog, refine backlog items with inputs from development team and stakeholders
- Develop product roadmap, review user stories and acceptance criteria, mitigate risks, work with development team and external vendors to plan product releases and upgrades
- Work with customers globally to gather requirements, design product configuration standards, promote product utilization by 35%, and deliver functionality enhancements and continual service improvement
- Design service catalog in ServiceNow in alignment with ITIL framework to automate request submission for the product portfolio
- Develop central repository in Confluence for SOP and documentation covering user guides, administrative guides, and new releases, best practices
- Train internal operations team for business-as-usual activities and provide operational support, ensure 24*7 support model
- Identify redundant capabilities with product portfolio, implement solutions to reduce footprint, consolidate & simplify technology to optimize cost/benefits and maximize Return on Investment (ROI)
- Work directly with external vendors for Proof of Concept (POC) implementation, license and contract management and procure training for AIG resources
- Identify redundant capabilities with tool portfolio, implement solutions to reduce footprint, consolidate & simplify technology to cut licensing costs
- Develop enterprise data-driven analytics and metrics using Tableau and SQL to derive deeper insights into data and drive business decisions regards to service coverage, product utilization, SLA improvements, resource allocation
- Design process workflows in Visio to identify gaps and areas of improvement and achieve continual service improvement and process optimization

Project Manager, AIG, Fort Worth TX

July 2015 – August 2017

- **Global Command Center (GCC) Modernization Project** - Build Enterprise Alert Management Dashboard in ServiceNow for Global Command Center (GCC) to provide centralized view of organization alarm and incident tickets, raise the utilization of platform to 90% and move GCC Operations from traditional 'Eyes on Glass' model to reduce human effort and improve efficiency, work with global cross-functional team,
- **nGenius Pulse Migration Project** - Led through multiple stages of execution to transition critical business services monitoring from SolarWinds WPM to nGenius Pulse & ThousandEyes to deliver savings of \$150K, gather requirement, update tool configuration with REST API, develop testing criteria
- **Japan Monitoring Adoption Project** - Managed project to integrate critical AIG Japan applications with enterprise solutions and deploy infrastructure in Japan datacenter, worked with developers to configure APM solution, documented technical requirements and processes, facilitated resource allocation, maintain transparency with stakeholders
- **SAAMCo Network Upgrade Project** - Partnered with business and technical teams to redesign and upgrade AIG network to ensure high availability and connection failover, facilitate sprint planning, lead daily stand-up, identify risks, backlog refinement, manage communication with stakeholders
- **Life & Retirement WISE Application Integration Project** - Managed critical project to integrate Workflow Integration Services Entity (WISE) application with AWD app to have single point of integration API to client applications and data to improve customer service

Systems and Data Management Consultant, Lions Club International, Oakbrook, IL

January 2015 – May 2015

- Consultant for client organization to analyze their infrastructure systems and current data backup strategies, recommended new cloud-based solutions as per business needs
- As a team lead, main responsibilities included requirement gathering, enterprise system analysis, project management, status reporting to client and team co-ordination

Project Analyst Intern, Tata Consultancy Services Limited, USA

June 2014 – December 2014

- Integral part of Walgreens Enterprise Shared Services Project at client site - Deerfield IL
- Service Design for technologies at Walgreens in alignment with ITIL standards
- Developed ITIL CSI Register on SharePoint using Microsoft InfoPath to enhance continual service improvement
- Designed and strategized Service Request, Change Management and Incident Management standards based on ITIL framework
- Developed and managed communication through Walgreens SharePoint website and accountability through JIRA

Skills

- **Product Management** - JIRA, Confluence, Yammer, MS Project, HP Project and Portfolio Management (PPM), MS Office Suite, ServiceNow, Visio
- **Business Intelligence** - Tableau, Grafana, PowerBI, SQL, MS Access, Excel (advanced level)

Certifications

- Certified Scrum Product Owner by Scrum Alliance - 2021
- Project Management Professional (PMP)® by Project Management Institute (PMI) - 2019
- SAFe 4 Scrum Master Certification - 2019
- AWS Technical Essentials - 2018
- ITIL Foundation v3 Certification in IT Service Management - 2015
- Business Analysis Essentials by Project Management Institute (PMI) - 2015
- Awarded 1st prize at UIC Annual Student Expo (Fall 2013) for delivering an Android Application for Koval Distilleries, Chicago IL

Education

Liataud Graduate School of Business, University of Illinois at Chicago, Chicago IL

June 2013 – May 2015

Master of Science (Major: Management Information Systems)

Mumbai University, Mumbai, India

June 2009 – June 2013

Bachelor of Engineering (Major: Computer Engineering)