

FALGUNI MEHROTRA

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SUMMARY

Innovative, technology oriented professional with 7+ years of global experience across various aspects of all the stages of product lifecycle from planning to development to launch; point of contact for all stakeholder communication with expertise in Healthcare, Supply Chain, CRM, Telecom, Retail, Entertainment, Banking etc. Having a proven track record of delivering large scale million-dollar programs spanning multiple teams. Experience in working with stakeholders to deliver strategic initiatives of business applications in the cloud and on-premise environments.

EDUCATION

Master's of Science in Engineering Management

June 2021

St Cloud State University

- Current - GPA: 3.9/4.0

Certification in Business Analysis

September 2018

University of Washington

Bachelor of Technology in Electronics and Communication

September 2013

Rajasthan Technical University

- GPA: 3.3/4.0
- Topper
- Published paper In IEEE on **E-Cigarette, Resources of Energy and Sensor Network**
- Attended National Seminar on Artificial Intelligence

TECHNICAL SKILLS

- Tools: Lucid Chart, Plant UML, Axure, Balsmiq, Visio, Confluence, Simulation, HL7, MS Office, EHR system, NWMLS Tool
- Cloud: Salesforce, ClickSoft, Marketing Cloud, Azure, AWS, RIM smart database, API
- Documentation: Stakeholder map, Product System & Environment Diagram, Canvas, Personas, User story Map, Backlog, Road map, Prototypes, Demos, Retrospective.
- Processes – Software Development Lifecycle, Agile, Scrum, Rational Unified Process, User Acceptance Testing, Claims processing (auto adjudication)

WORK EXPERIENCE

Product Owner

June 2020 - Present

Digital LM, Columbia, South Carolina

- **Agile Product Management:** Create, update and maintain the product backlog of Insurance claims as the primary tool to ensure that the development team has a clear and transparent understanding of the value. Received best management award for achieving the delivery on time
- **Project Execution:** Executed the product roadmap within two months of development time – 3 times faster than the industry average. Set sprint goals to enable design and development teams to work in parallel, resolving prioritization conflicts.
- **Customer Focus:** Built strong relationships with 50 internal customers by engaging in product testing early and often in development, thereby receiving valuable feedback to improve final product delivery.
- **Teamwork:** Work with development team for functional and business requirements to understand and support the client with project planning, project definition, requirements definition, system documentation and user training, use cases and business validation testing, thereby establishing a shared vision of the product among the team. Provide backlog grooming session.
- **Design Thinking:** Achieved product acceptance by implementing design thinking handbook. Create workflows use cases, wireframes, architecture diagrams using tools for smooth product development.

Product Owner

Feb 2018 – April 2020

SousX, Bellevue, Washington

- **Agile Product Management:** Responsible for the end-to-end systems and process design for Supply Chain and Logistics projects for Ecommerce and Healthcare Website. Manage the e-commerce product catalog to ensure the development team has the data set-up needed to deliver their product increments
- **Project Execution:** Create functional and technical user stories using Jira and Confluence for B2B, B2C and Ecommerce portals web application developments to help development team to design, develop and test.
- **Customer Focus:** Communicate with client and stakeholder for about risks, progress and impact of decisions regarding trade-offs through different agile ceremonies to verify the quality of the development and proper release communication.
- **Teamwork:** Collaborate with cross functional teams to ensure project requirements are documented and overall deliverables are achieved. Hosted workshops with dev and arch team to groom End to End features.
- **Design Thinking:** Work on inventory management in an outsources 3rd Party Logistics based distribution model. Create workflows use cases, wireframes, architecture diagrams using tools for smooth product development.

Product Owner

March 2017 – March 2018

Propco, London, United Kingdom

- **Agile Product Management:** Create, update and maintain the product backlog for property management system to submit, track changes, manage requests and provide approvals; Facebook/Twitter integration; REST API, sending emails/SMS and alerts.
- **Project Execution:** Drive operational excellence in the Supply Chain and Logistics organization through identification and execution of opportunities in areas of process improvement and systems optimization. Own the documentation of processes, procedures, test plans and user guides for assigned projects.
- **Customer Focus:** Collaborate with team to have inter and intra level workshop.
- **Teamwork:** Collaborate with product manager, Sales & marketing team, engineering team to align product with strategic theme of enterprise.
- **Design Thinking:** Analyze and plan the cross-functional program, covers Supply Chain, Customer Care, Inventory Management, Payment & Fraud, and Digital & Store channels, to continue support the current line of business while gradually migrating to the new system utilizing GCP, Kubernetes technologies

Sr. Business Analyst

Feb 2015 – March 2017

Affle Appstudios, Gurgaon, Delhi

- Provide workflow analysis and documentation support to product development team and other business units including process engineering, process control and standard operating procedures.
- Liaise with SME and stakeholders, product development team, quality assurance, and business users to ensure understanding and usage of business design documents and functional specifications.
- Create technical user stories on HIPAA, ICD9 to ICD10, EDI 270/271, 834, 835, 837 for claims processing to help development team to write the code and to the testing team to make test cases

Business Analyst

March 2014 – Feb 2015

Netsmartz, Chandigarh, Chandigarh

- Identify the impact of updates and ensuing effective implementation and migration, by taking ownership to help the team for user-story development.
- Assisting with PO creation and payment, and the reconciliation of accounts payable and receivable.
- Identifying and driving process improvements related to budgeting, accruals, reconciliation, accounts receivable, and accounts payable.

Analyst

Dec 2011 – Feb 2014

Noto IT Solution, Jaipur, Rajasthan

- Connect with project manager to understand the insights of the product.
- Recommend new methods, tools and shared best practices with internal BI team to streamline processes and enable end user self-serve data capabilities
- Tracking vendor invoices and driving resolution of exceptions.
- Managing global supply chain accruals for budget tracking and reconciling actual and forecasted expenditure against allocated budgets.