# Sukarma

 Sunnyvale, California

# Summary

Intellectually curious, self-driven with good communication and analytical skills seeking an opportunity to work as a **Product Owner/Business Analyst** in a culture which fosters learning.

Diverse experience of over **5 years** working in cross-functional teams to drive digital transformation projects across industries like Airline/Aerospace, Retail/e-Commerce etc.

**2. 5 years post MBA** experience as Business Analyst in client facing roles in India and the UK.

* **Core competencies:** Product Design and Solution, Requirements Elicitation, Gap Analysis, Documentation, Stakeholder Management, User Experience, Business Development, Market & Competitor Research, SDLC, Interpersonal Skills, SQL
* **Certifications:** Certified Scrum Product Owner (**CSPO**)
* **Tools:**  JIRA, Confluence, Lucid charts, MS Office (Word, Excel, PowerPoint)
* **SDLC Methodologies:** Agile, Waterfall
* **Visa Status:** L2 EAD

# Work Experience

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| **Wipro Technologies, United Kingdom** **Business Analyst (Product Owner)****Experience:** 14 months, Apr 2018 – Jun 2019 |  |
| **Project:** Implementation of TOPS – an integrated SaaS product suite designed to support all major processes in airline operations. The objective of the project was to enhance situational awareness, efficiency, profitability and safety of airline operations.* Led **design and launch** of **Airport Runway Slot Management module of TOPS**.

***Result:*** *The Aircraft Runway Slot management module* ***automated 70%of the OCC*** *(Operations Control Centre)* ***day to day activities****. It also* ***reduced the heavy penalties*** *incurred by an airline due to Slot mismanagement and hence* ***improved profitability.*** * Managed and aligned product roadmap with stakeholders’ expectations; managed product backlog with well-groomed user stories
* Excelled at gathering requirements and feedback by developing a deep understanding of the business objectives through interviews, workshops, workflow and document analysis
* Performed **AS-IS TO-BE** analysis, created wireframes and prototypes for client demos; recommended potential solution
* Collaborated with the business and the technical team to ensure a mutual understanding of processes and application
* Ensured products met client expectations.; communicating needed changes to development team; and overseeing seamless, high-quality rollouts to on-time
* Devised a business user training strategy, created training content (presentations and user manuals) and conducted classroom training
* Led the post-production support, maintenance and further enhancement of the product

**Additional Responsibilities*** Pitched the product to potential customers during product launches and initial engagement
* Supported Pre-sales team on RFP proposals and client demos as Subject Matter Expert
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| **Wipro Technologies, India** **Domain Consultant****Experience:** 17 months, Jun 2016 – Nov 2017 |  |
| **Project:** Implementation of SaaS-based Omnichannel supply chain system. The objective of the project was to create a seamless platform that enables customers to shop anything from anywhere (online, in-store or through the call centre across the USA).* Developed an understanding of the client’s business situation and analysed the business needs to implement Manhattan Associate’s Enterprise Order Management (EOM) software.

***Result:******Reduction in cancellations to sub 5%*** *and improved system ability to manage approx.* ***70k orders per day*** *led to increase in sales and net profit** Created project documents like FSDs, wireframes, user stories and acceptance criteria for functional requirements in JIRA
* Performed root cause analysis of supply chain issues and shared recommendations to improve existing system/workflow
* Collaborated with project stakeholders to prepare for testing, Go-live and post-Go live support.

**Publications and Additional Responsibilities*** + The [Article](https://goo.gl/KrVZU4) titled **Changing dynamics of online shopping: For consumer goods industry, omni channel presence is the way forward** in **Firstpost.com,** one of India’s largest digital platform for news, analysis and opinions (<https://goo.gl/KrVZU4>)
	+ The Article titled **What is causing Retail Apocalypse?** in [www.mycustomer.com](http://www.mycustomer.com/) (<https://goo.gl/66RbAw>)
* Created pre-sales technical presentations/demos for potential customers and partners during product launches or initial engagement
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| **Capgemini, India**  **Experience: 33 months** **Consultant:** Aug 2012 – May 2014**Senior Software Engineer:** Aug 2011 – Aug 2012 |  |
| * Promoted to the role of Consultant after one year as Senior Software Engineer
* Implemented end to end SAP-ERP modules like Material Management and Sales and Distribution across various industry verticals like Energy, Aviation and Health Sciences
* Experience in Solution Designing and SAP ABAP Development in OTC PTP processes
* Understood client business requirement and developed a Technical design, Testing workflows and Release notes
* Performed Unit and Integration Testing of the platform and supported UAT
* Trained and mentored new joiners on the SAP platform
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# Education

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| **Degree** | **Institute** | **GPA** | **Year** |
| MBA, Operations | Symbiosis International University, India | 3.4/4 | 2014-16 |
| Engineering, Electrical | National Institute of Technology, Srinagar, India | 7.6/10 | 2007-11 |

# Additional Information

* Member of Fair Oak Toastmasters Club, Sunnyvale
* South Zone Winner and Top 10 Finalist (out of 15,500 participants), Deloitte Maverick National Case Study Competition, India, 2015
* **Interests:** Travelling, Reading