Akash Dsouza, CSPO, CSM

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# A Certified Scrum Product Owner and Scrum Master with experience in Requirement Gathering and Solution Design, a passion for customer service, and committed to adding value to my team and the organization

#  EDUCATION

**The University of Texas at Dallas** Master’s(M.S.) in Information Technology and Management May 2023

Courses: Data Management, Agile Project Management, User Experience Design, Cloud Computing GPA: 3.83/4

**The University of Mumbai** Bachelor’s(B.E.) in Computer Science June 2017

**Certifications**: Certified Scrum Product Owner(CSPO), Certified Scrum Master(CSM)

# SKILLS

**Areas of Expertise:** Product Management, IT Service Management(ITSM), Agile, Scrum, Kanban , Design Thinking, User Experience Design Database Management, ITIL, Data Analysis, Data Visualization, Customer Experience

**Technical Knowledge**: SQL, Jira, Figma, Tableau, Trello, ServiceNow, Monday.com, Mix Panel, Confluence, Power BI, Salesforce, Python, Balsamiq, Microsoft Office Products, MS Project, Visio

**Soft Skills**: Analytical Thinking, Problem-Solving, Communication, Leadership, Time Management skills

# PROFESSIONAL EXPERIENCE

**Product Manager Intern,** WePay, a JP Morgan Chase Company, Palo Alto, CA (Virtual) May 2022 – August 2022

* Created a **Product/Business Requirements Document** (Google Docs) for a business solution that would lead to a **90% reduction** in time spent, through automation and reduce WePay’s dependency on Third Party Vendors
* Interviewed key stakeholders for business requirements gathering and worked with **cross-functional engineering teams** to translate them into **epics and user stories with priority and acceptance criteria in Jira**
* Collaborated with **UI/UX Designers** to develop comprehensive process flows, and **wireframes, in Figma**
* Developed the product documentation including the product vision, **scope, roadmap**, and **key performance indicators(KPI)**
* Contributed to and participated in scrum ceremonies such as daily standups, sprint planning, and reviews

 **Associate Consultant,** Capgemini**,** Pune, IndiaOctober 2019 – March 2020

* Led and collaborated with internal and 5 external technical teams optimize the performance for **22 banking applications** for Discover Financial Services
* Led communications with global teams related for resolution of production failures, documenting standard operating procedures for change management, and other business operations

 **Senior Software Engineer,** Capgemini**,** Pune, IndiaOctober 2018 – September 2019

* Executed **100+ changes** in ServiceNow as part of **ITIL Change Management** while ensuring **100% uptime**
* Prepared documentation(Word and Excel) for standard operating procedures for incident and change management

 **Software Engineer,** Capgemini**,** Pune, IndiaSeptember 2017 – October 2018

* Delivered continuous improvement for Discover Bank by performing effective troubleshooting and debugging to resolve **over 8000 production issues** on ServiceNow
* Executed SQL queries to analyze and clean **relational databases** ensuring data integrity
* Performed debugging of logs using UNIX scripting to identify errors and provide effective problem resolution

# LEADERSHIP, AWARDS AND ACHIEVMENTS

**Corporate Relations Officer, The Product Base – UT Dallas (Selection Ratio – 5%)** August 2022 - Present

* Networking with Product Managers to organize events increasing participation by 50% and membership by 30%

 Received two consecutive promotions at Capgemini within 2 years

 **Awards**: **Dean’s Scholarship for Academic Excellence** (The University of Texas at Dallas)

 **2nd Prize for Final Project in Computer Science Department** (Bachelor’s Degree, University of Mumbai)