


Shweta Tiwari

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- IT Product Owner having 6+ years of professional Experience with the objective to enable the organization to solve business problems and achieve customer satisfaction by demonstrating my analytical, communication and skills to lead teams in performing a deep-dive assessment of the business situations to carve out road maps for achieving results
- Expertise in managing IT services for CRM, Financial Operations and Transaction Record-keeping Systems.
- Adept in requirement analysis and high-level discovery/solutioning in a Scaled Agile Framework.
- Strong knowledge in US retirement Domain with core area of focus being financial transactions and regulatory communications.
- Seasoned business process modeler using IBM BlueWorks and Microsoft Visio.
- Enhanced work streams by executing data driven decisions powered by data analysis.
- Experience in pitching business innovation ideas by conducting market research and competitor analysis.
- Experience in managing relations with external vendors for concept development



Skills

- Problem resolution & Cost Effectiveness
- Agile methodology (SAFe, SCRUM)
- Team building & Stakeholder management
- Negotiations & Relationship Building
- Process integration & Risk Assessments



Work History

Product Owner

TIAA GBS

- Actively contributing as a product owner and business analyst for the migration and enhancement of TIAA's transaction record-keeping system.
- Supported the development of Exception Management Process for regulatory communications enabling the risk and compliance team.
- Facilitating service enhancements and process implementations by

2019-04 - Current

collaborating with Product manager , Business Partners and Other stakeholders.

- Re-engineering legacy system through VBA analysis and preparing a business requirement document.
- Researched existing processes and provided solutions for cost effectiveness and scope for process integration.
- Identified preventive and predictive maintenance needs to mitigate failure potential.

2016-09 - 2019-04

Business Analyst

Principal Global Services

- Lead and executed a CRM migration project into Salesforce for sales and service teams.
- Supported the development of Distribution Process to enhance the core record-keeping system of PFG.
- Documented process flows and developed requirements for functional improvements and enhancements.
- Elicited stakeholder feedback and input through interviews and surveys to integrate into process improvement.
- Supported the team with administration activities such as configuration, data migration, creation of relationships, validation rules, page layout, record types, Workflow rules, Approval process, Reports and Dashboards on Salesforce platform

2014-06 - 2016-09

Systems Analyst

Syntel Ltd

- Supported with requirement gathering and analysis for upcoming features.
- Consulted with product owners and developers to fully understand intended features and functionality.
- Reviewed project requirements, created test scenarios and participated in testing of FedEx Backend System.
- Worked with Agile and Scrum methodologies to accomplish project milestones and meet demanding timelines.



Accomplishments

- Acquired sponsorship for a digital financial planner for enhancing our customers' financial wellness.
- Implemented the concept of feature tree for epic management to visualize different workstreams for a product.
- Ideated and executed a business idea for Cross selling Qualified Longevity Annuity Contract for existing customers



Certifications

- SAFe Certified PO/PM
- LOMA Level 1 Certified