**ASHWINI BELUR**

ashwini.ajay@gmail.com​ **|** 408 332 7154 | San Jose, CA | linkedin.com/in/ashwini-belur-92b7b1/

**PRODUCT OWNER**

Accomplished product expert working as a ​Product Owner for a healthcare organization. Passion for solving customer problems and building great customer experiences. Highly skilled in collaborating with design, engineering and QA teams to drive product feature implementation using AGILE methodology. Proficient in gathering requirements, engaging with multiple stakeholders, communicating effectively with internal and external teams

# WORK EXPERIENCE

# KAISER PERMANENTE April 2015 – Jan 2021

# Agile Product Owner, KP Digital.

Evolve digital products through iterative stages of discovery, definition, development, launch, and post-release support.

* Worked with product leaders to align on vision, and roadmap. Owned, prioritized and maintained product backlog in JIRA (with Epics, User Stories, Acceptance Criteria).
* Presented product demos and communicated release plans to all key stakeholders.
* Collaborated with User Experience Design team on customer journey mapping, and aligning with engineering team on the feasible design solutions.
* Led the team to deliver on a new digital front door for visitors and members, thereby increasing the visits by 10%, post product launch.
* Conducted a member journey mapping exercise to understand member pain points and identified opportunities for improvements, which led to the increase in member visits to “My Medical Record” product by 32% across KP regions.
* Spearheaded efforts to implement ​virtual care features such as “Chat with Doctor, Pharmacist, and Nurse”
* Successfully led the team to deliver on-time on a regulatory requirement to meet the 21st Century Cures Act laws that allows former members to access their clinical records on kp.org.
* Developed use cases for the journey visualization of specific personas.
* Evaluated different versions of EPIC (Electronic Health Record) systems and provided feedback presentations to the UX design and product teams, on the features and capabilities.

**ASHWINI BELUR ashwini.ajay@gmail.com Page 2**

# CISCO SYSTEMS, INC. January 2006 – March 2015

# Business Analyst, December 2012 – March 2015

Provided analysis on the ​Service Contract Management​ tool, delivering BRD authoring, ​ presentations, and participation in BAT/UAT on multiple releases. Provided project support for multiple stakeholders.

* Analyzed and authored business requirements, business processes, user story documents, test scenarios, acceptance criteria, process maps, business value, and functional details.

# IT Business Analyst, June 2009 – December 2012

Liaised with business stakeholders and engineering team to gather requirements for the Engineering and Provisioning team using Agile methodology.

* Project-managed, coordinated, tracked and communicated project status via project plans, MSPS​ (Microsoft Project Server​), PPM Tools​, and collaborative tools like Wiki and Discussion Forums. ​

**IT Business Analyst, January 2006 – April 2009**

Engaged business partners of **HR-IT Network Academy community**​ to define detailed requirements for​ the web-based learning management application​ (Cisco Network Academy Management System).​ Collaborated with cross-functional teams to get clarity on the business requirements.

* Translated the business process to author Functional Specification Document (FSD) – write use cases, test scenarios, requirements traceability matrix, wireframes, and error handling scenarios.
* Facilitated discussions for issue resolutions in a timely manner with offshore development team.
* Conducted training sessions to global audiences on a Communications Engine tool, to enable rollout of the tool in a timely manner. Prepared training documents and supported users post-release.

# EBAY, INC. August 2005 – December 2005

**Information Security Analyst**

Worked as a system administrator on a workflow tool (Axentis Enterprise) to troubleshoot issues and set up testers and evaluate cases for SOX testing.

* Prepared an audit report to perform GAP analysis on various PayPal teams with respect to how sensitive data is being stored and providing recommendations.

# SUN MICROSYSTEMS INC. January 2001 - May 2005

**Systems Engineer**

Interacted with business users within Supply Planning & Management IT, to gather and understand requirements to design and develop web-based reports

* Translated Business Requirements documents into functional and technical specifications.
* Performed internal testing of SOX access controls and compiled a report with the test results.

**TOOLS AND TECHNOLOGIES**

Rally, JIRA, Confluence, Project Methodologies: ​ AGILE

Familiarity with Adobe Experience Manager (AEM), Adobe Analytics Workspace

MS Excel, MS Visio, MS Word, PowerPoint, MS Project, Microsoft Teams, Miro

# EDUCATION

**Certificate:** **Product Management – Transforming opportunities into great products** \* Stanford Center for Professional Development. Dec 2020

**Master’s Degree in Computer Engineering** • San Jose State University, CA.

**Bachelor of Engineering**, Electronics & Communication • Bangalore, India.

**TRAINING: Adobe Analytics Workspace, Adobe Experience Manager (AEM), Human-Centered Design Fundamentals**

**CERTIFICATION:** CSPO – September 2017