**Arjun Gopalakrishnan**

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**SUMMARY:**

* Strategic and innovative Product Manager with 5 years of customer engagement experience using SDLC
* Expertise in creating product roadmap, managing product backlog and building end-to-end solutions to drive Innovation
* Collaborative and decisive with strong communication, interpersonal, and time management skills
* Skilled at working with cross-functional teams, helping define product vision and strategy

**EDUCATION**

**University of Arizona | Master of Science in Management Information Systems** **August 2019 - December 2020**

* **Relevant Courses**: Information Security and Design, Project Management, Business Consulting, Cloud Computing
* Teaching Assistant for the Africana Studies Department

**Mahatma Gandhi University | Bachelor of Technology in Electronics and Communication Engineering June 2010 - May 2014**

* Head of Procurement Committee, Techkshetra, National-level intercollegiate competition; raised sponsorship, responsible for budgeting, procurement and distribution of purchases

**SKILLS**

* **Project Management**: Agile, SCRUM, Trello, Kanban, JIRA, Slack, MS SharePoint, MS Teams, Azure DevOps, ServiceNow, KPI’s
* **Languages / Web Development**: Python, JavaScript, C#, WCF, HTML, Web APIs, Web Services, WPF, XML, JSON
* **Databases**: Microsoft SQL Server, Oracle SQL
* **Tools**: Tableau, Git, Power BI, R Studio, Microsoft Visual Studio, IIS, Microsoft Visio, Wireshark, PL/SQL, Office Suite, Google Suite

**PROFESSIONAL CERTIFICATIONS AND AWARDS**

* Certified [Product Owner](https://bvop.org/member/29419/), [Project Manager](https://edu.bvop.org/member/14526/) and [Senior Scrum Master](https://bvop.org/member/29422/), Business Value Oriented Principles Limited (BVOP™)
* Awarded ‘Beyond the Boundaries’ in 2018; ‘Most Valuable Player’ in 2017 for contributions towards Cognizant

**PROFESSIONAL EXPERIENCE**

**Banner Health | Information Technology Intern May 2020 - Present**

* Outlined and executed the integration of Service Now platform with Azure DevOps which allowed synchronization of records, reducing manual tasks and providing long term benefits
* Migrated Sitecore platform to cloud environment providing improved user experience and decreased cost of ownership
* Integrated Acoustic Analytic to analyze customer behavior helping in anomaly detection, problem resolution and abandonment
* Conducted daily stand-ups and participated in grooming sessions to clearly illustrate team’s efforts beyond documentation

**Cognizant Technology Solutions |Business Associate August 2018 - July 2019**

* Designed a content management system using AGILE which changed the way information was relayed to employees
* Assisted in the development of product roadmaps and prioritized the product backlog to ensure that product goals are met
* Translated client’s business requirements into complete and detailed product requirements ensuring the development team has the needed content to devise a proper solution
* Conceptualized user stories, created technical documents and performed UAT to ensure that project deliverables were met

**Cognizant Technology Solutions | Product Analyst August 2014 - June 2018**

* Optimized workspace allocation by developing a seat management application which reduced project costs by 35%
* Created an internal feedback system to rate external vendors based on key metrics for engaging customer experience
* Developed mobile solutions helping the firm move from a web-based platform to mobile enhancing user experience
* Gathered, documented and communicated various product requirements, business use cases, and user acceptance criteria from key stake holders and SMEs

**GRADUATE ACADEMIC EXPERIENCE**

**Eller Business Consulting, Client -Banner Health | Lead Consultant January 2020 - May 2020**

* Created a uniform customer experience, improved processes and reduced costs by designing a scorecard metric based on KPI’s
* Implemented AGILE by grooming user stories, facilitating sprint retrospectives and conducting product demos, ensuring that client expectations were met

**Enterprise Data Management | Project Manager August 2019 - December 2019**

* Gathered and documented business requirements and designed a new Pantry Management System using ER modeling to create seamless and effortless user experience which decreased number of manual effort hours by 30%
* Facilitated Scrum events to ensure product backlog goals were met and created conceptual schema for the database design