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| [LinkedIn](https://www.linkedin.com/in/richacjain) linkedin blue style logo png #1825  [Online Resume](file:///C:\Users\richa\Downloads\visualcv.com\richacjain\) |

RICHA JAIN

KNOW,THINK .... CREATE! PRODUCT DEVELOPMENT AND RESEARCH

Enthusiastic, Creative, Data-driven and Detail Oriented Product Professional with 15 years of Developing and Managing

Products across Banking, Insurance, Wealth Management, SPM, Telecom, Supply chain, Automobiles verticals & core application monitoring (APM and ITOA domains), Collaboration Horizontals.

**Data Analysis:-** Descriptive, Exploratory, Inferential, Predictive, Causal, Mechanistic, research /Work on Machine learning, Data Mining, Data wrangling, Predictive and Prescriptive solutions, Scenario modeling & Forecasting in the fields of Fin-tech, healthcare, Banking, and Insurance Industries

**Skills -**Tools/languages - R, Python, Scala, Excel, Tableau, brainstorm,

UX, Risk Assessment, Usability Testing, Information architecture, Wire framing and prototyping, Requirements Management, Trend Analysis, Feasibility Studies, Market Analysis, Competitive Analysis, Gap Analysis, Financial Analysis, Project Management, Content Strategy, sizing process/Methodologies, DATA ANALYSIS, SWOT Analysis, Policy Analysis, Predictive Analytics, Price-earnings to Growth, Process Analysis, Qualitative Analysis, Quantitative Analysis, Return on Investment (ROI), Rhetorical Analysis

**Documentations:-** Product roadmaps, Product requirements, Epics, User Stories of features and enhancements/

Changes, User experience, design documents, guideline documents, persona, Solution design documents,

Whitepapers on disruptive technologies and business cases, Manuals, Help, Blog posts, articles, Customer

presentations, Minimal Viable Product(MVP's)

**EDUCATION**

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| Certified International Payment Systems Professional (CIPSP**TM**) | 2021 | CIPSP**TM** |
| Certified Scrum Product Owner® | 2018 - 2020 | Image result for cspo icon transparent |
| Certified Scrum Master® | 2018 - 2020 | Image result for csm icon transparent |
| LBSIMSR – GGD UNIVERSITY MBA in Finance and Marketing (Dual Specialization) | 2004 – 2006 | Image result for department of management studies guru ghasidas university icon transparent |
| MCRPV- BHOPAL Bachelor of Computer Applications Computer applications | 2001 – 2004 | Image result for MCRPV bhopal icon transparent |

**WORK EXPERIENCE**

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| **J P Morgan Services India Private Limited – 2020-Present – Vice president (Senior Product Manager) Helix Merchant Lifecycle IN Global** |
| As a senior product manager, I am taking care of the data side of the merchant services in Building the roadmaps for the efforts of Transaction history search for the merchants as primary users via API and UI based solutions , this role entitles me to have a collaboration with the upstream application and the understanding of their business and to have an understanding of the components of payment processing transactions including; authorization, clearing, interchange calculations, settlement, fee assessments , funding and the dispute and refund cycles and the processes followed in such cases  Helix is born Agile and uses a comprehensive framework of processes and events to direct delivery. This position is heavily invested and grows with the agile environment and requires my expertise in Agile in defining the feature set , breaking them down into the Epics and then into the stories to a level that is easily understandable to delivery team (Designers, developers , testing, operations etc. ) so the team is successful in shipping product that meets and exceeds customer expectation and delivering stakeholder results.  **My role primarily is invested in:-**   * Envisioning and creating product platform solutions with APIs, services (& Micro services), and data-driven insights that deliver world class experiences across payments processing domain. * Managing the product roadmap that balances stakeholder inputs and thin slice release outputs. * Precisely documenting use cases, product requirements, epics, and stories to support agile scrum teams. Developing a clear understanding of the “what”, owning and driving the progress for the ‘What’, making decisions and reviewing output that led to overall positive outcome * Recommend prioritization of the product backlog based on client demand, business cases, product KPI and strategic business goals. * Strong strategic thinking in evaluation of alternative methods to solve for a particular feature, inclusive of what JPMC may offer in other LOB’s today and build vs buy vs partner. * Strong ability to analyze opportunities & problems, recommend solutions, and communicate effectively & confidently (both verbal and written). Identifying potential roadblocks and develop recommendations for delivery issues, change requests, pre-release testing, and production issues. * Experienced in cloud, big data, microservices, API’s, Platform transformations etc. * Experienced in end-to-end product development lifecycle (PDLC) for complex, large-scale initiatives. * Strong influencing and partnership skills to drive cross functional teams. * Ability to productively work in a matrix management organization (my Reporting is to a manager in upstream cross function/Domain and I work for a data domain) * Laying out a product capability conversion plan for the target state client experience and creatively, developing methods to use JPMC data assets to improve client experience. * Living out the Management consulting skillset (impact orientation, business understanding, program management, product management, executive presence) * Certified International Payment Systems Professional (CIPSP**TM**) * ETA- CPP - appearing |
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| **DELL EMC - 2018 – 2020 Feb -Senior Adviser: Program management** |
| As a part of Program management team now at Dell EMC in Bangalore, I oversee 3 connected projects under my  portfolio   * provide the technical and/or business consultative leadership for Program Management and Project Management functions. Monitor the program delivery and provides coaching, counseling, and motivation to maximize employee performance and growth. * maintain the cost-effective and timely delivery of billable implementation services that drive DELLEMC product and service revenues. Review and refine the implementation plans delivered in engagements. Responsible for the effective management of the life cycle process for projects from kickoff to customer hand-off. * Financial and analytical experience along with Project management skills & Communication skills. * Manage large, cross-functional teams to facilitate projects and ensure timely delivery. able to work collaboratively across the global organization to develop and advance key initiatives, optimize business processes, design policies, and drive new solutions – ensuring buy-in for the initiatives and build consensus on priorities leading to execution. * Lead the development of project guidelines, contingency plans, objectives, and deliverables. * Responsible for stakeholder management and developing well-defined milestones, including following up on action items to ensure completeness and alignment. * Consulting with business partners on issues related to the target processes, assessing relevant business risk, opportunities for efficiency and scale and support for new growth opportunities. * Detail-oriented and can see the big picture. Can crunch the numbers and clearly articulate the key takeaways in an executive summary. Tell a “story” (I am a good storyteller :) ) * Excellent executive presence, ability to drive adoption and build credibility with senior leadership. * Extensive experience and knowledge of sales operations and the ability to effectively communicate cross functionally. * Exceptional analytical, reporting, data manipulation, dashboard creation, and Business Intelligence skills. * Experience with Salesforce, CPQ tools, Clari and Tableau. Proficient in PowerPoint, and able to build professional, executive worthy decks. * Ability to quickly pivot and thrive in an agile environment and meet critical deadlines. Able to coordinate decisions across multiple stakeholders. * My forte is managing multiple projects and initiatives in varying sizes and scope simultaneously & to manage a meeting end-to-end: agenda, presentation, strong written and verbal skills, note-taking and * follow through on actions and deliverables. Self-directed individual who will seek out information as needed to achieve the right outcomes. Comfortable operating with limited resources and doing hands-on work to get the job done. |
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| **ORACLE INDIA PVT. Ltd - 2016-03 - 2017-11 Principal Product Manager** | |
| Principal Product Manager at. Ltd (1 year 9 months) In this position in Incentive compensation in RPM in Oracle, I  Owned the part of user-centric Interfaces and products My responsibilities included but were not limited to   * Understanding and evolution of Product vision and creation of product roadmap aligning it to the vision statement. * Competition and market analysis with Gartner to sense the perception of the product and its reception in the market * Creating business cases and influencing market drivers with the unique features, Customer demos and feedback analysis, Creating business cases and influencing market drivers with the unique features * Designing the Product strategies and features and communicating them to the stakeholders * Defining the product roadmap, providing a way ahead to technical, marketing and business teams, Collaboration with multiple teams (Technology, business, marketing, Steering committee) * Strategically designing the Incentives and compensations plans and analyzing the plan's performance with Probabilistic modeling of various flavors to test the impending Revenue leakage etc. * Making the product compliance ready for accessibility AA Guidelines * Ensuring customer success by innovatively building features and resolving the issues with recurrent feedback and bug fixing cycles. * Skills acquired while in Oracle were also in the peripheral technologies like - FRICEW, OBIEE, MFT, APICS, PCS, CPQ, SQL, PLSQL, SOAP and REST service methodologies, Hyperion * Conversant with data conversion terminology and methods in the ERP world using SQL Loader, data pump, FBDI, and ADFDI.   Overview of different integration platforms using both Oracle (SOACS, ICS, ODICS). | |
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| **ASM TECHNOLOGIES. - 2015-09 - 2016-01 Product Manager** | |
| As a product manager at ASM Technologies, I was on a contract position in Schneider electric working and ideating  their IAM and collaboration platform.   * Gap analysis, user analysis, vendor analysis, market analysis, requirement development, requirement elicitation and documentation, UAT, conference room pilots * Make go no go decision for requirements developed through sprint methodology agile execution of the projects Support in the scrum ceremonies * Spearhead the research to include the new technologies and new features in the product | |
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| **APPNOMIC SYSTEMS. - 2015-04 - 2015-08 Product Manager** | |
| As a Product manager in Appnomic for AppsOne (A1), Appnomic’s flagship product, provides automated enterprise.  and cloud IT performance management solutions, helping businesses migrate, and flourish in the cloud and hybrid.  environments. An Application Behaviour Learning (ABL) solution, it leverages real-time application usage patterns in its  three-dimensional performance management model, I was responsible for   * Implement Product changes to the released product * Work with cross-functional teams to identify opportunities for Cost optimization * Create an MVP and product roadmap from a strong vision and large idea bank * On the discovery process and get effective business sign off to build a strong backlog * Create and own goals, milestones and success metrics of the overall product and features/releases * Develop features that are in line with the vision and goals * Drive product discovery, definition, sprint planning, prioritization and execution in line with the product roadmap. * Be responsible for on-time, on-task launches across local language versions of the product. * Lead and drive product monetization and global integration roadmaps * Mine through websites, traffic analyses, and other data to drive feature prioritization. * Define and measure the impact of new features, constantly iterate on product offerings based on customer * feedback and data, and closely interact with product users. * Deep understanding of user experience. Drive and have a passion for user engagement, conduct research required * for improvements, define delighting factors that will make the product unique * Managing the entire product line life cycle from strategic planning to tactical activities * Specifying market requirements for current and future products by conducting market research supported by ongoing * visits to customers and non-customers. * Driving a solution set across development teams (primarily Development / Engineering) through market * requirements, product contract, and positioning. | |
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| **SYMPHONY TELECA CORPORATION. - 2013-10 - 2015-03 Product Manager** | |
| Some of the key responsibilities I had  • Requirement elicitation and enhancement • Market and functionality research. • Legacy application analysis and enhancements.  • New product development initiatives, roadmap creation, Product backlog creation and prioritization  • Techno-functional analysis Solution designing and strategy making. • Well-versed in Agile-Scrum planning and estimation techniques  • Change and maintenance tickets resolution and enhancement management  Achievements: -  • Part of the offshore team, overlooking the development,  • Part of internal projects to create a roadmap to create a COE for Product management.  • VP-PR of Toastmasters club of Symphony Teleca | |
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| **ELITECORE TECHNOLOGIES.LTD. - 2012-12 - 2013-10 Lead Business AnalysisPVT** | |
| Business Analysis and Designing- Applications & Solutions  • Use of UML Diagrams, Agile Tools like JIRA and Qmetry, Confluence etc in software designing and development.  • Techno-functional analysis Solution designing and strategy making  • Billing, Rating and Mediation Product designing and implementation.  • Account Management, Functional bridging between client and Development and testing teams. Client Interactions  and coordination between Onshore and offshore teams of varied geographies (Mauritius, Yemen, USA etc)  • Coordinating between client, Analyst Team, and Development Team for fast Closure of various product  enhancements.  Achievements: -  • Part of the global delivery core team  • Demonstrated expertise in product backlog management | |
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| **TATA CONSULTANCY SERVICES 2011-12 - 2012-12 Consultant Analyst / Project Manager** | |
| • Pre-go-live of the system gathered data, templates, spools for migration  • Post-go-live of the system handled user training and fixing out the issues in SIM, Voucher and Handset Stock  Movement, Item Invoicing and Payment Posting in EVO-SAP, Cell Number Management, CAF and CIF Entry, Work-  Flow and Integration with BSCS Billing System, Mobile Number Port in (MNP), Activation of Cell numbers, Dealer and  Retailer Management, Sales Channel Hierarchy, Gap Analysis with Existing Inventory and Point of Sales System,  Requirement and Data Gathering, Feasibility Analysis as per PAN India Process standardization, Application Readiness  and Sanity Testing Prior to Circle Go-Live, Application Rollout, User Training and Hand-Holding post Go-Live, Post Go-  Live Support, Interaction with Application and Development Team for Issue Resolution and Fixes  • Gathered requirements for the new CRs to be implemented and prepared BRS, process docs, user manuals.  • Create templates for gathering business data • Gather data from data required for migration to the new system.  • Created solution design approach for the new project • Created HLD and a key responsibility for template creation, data gathering and conducting UAT and rollout of the application. | |
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| **IGATE 2010-04 - 2011-11 Business Analyst** | |
| Reviewed the Existing Systems and performed Gap Analysis with a team of BA’s  Process designers, EAI team, Migration Team, QA Team, Documentation Team, Training Team to ensure conformance  to requirements | |
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| **PATNI COMPUTER SYSTEMS 2007-04 - 2010-04 Business Analyst** | |
| Requirement Analysis: Understanding the requirements of the client and act as a sole functional resource, for  requirement analysis & development of System requirements, etc.  • Interacting with the client on various forums to discuss the status of the project, clarify any queries regarding the  functionality, etc.  • Process Management & Campaign Support  • Testing:-Experience in working with complex projects with elaborate testing techniques spanning functional testing,  system testing.  • Hands on experience in testing applications with complete knowledge and experience of the Software Development  Life Cycle (SDLC).  • Strong analytical skills and organizational abilities. Appreciated for superior skills in defect detection and analysis. ,  Use case modeling, Diligent, persevered and deadline-savvy. Handled various Campaigns single-handedly. Skilled at  working as a team to achieve a common goal.  • Management of timely escalations leading to the timely identification of the error /Deviation in the process and  appropriate escalations solving them.  • Campaign coordination with the Onsite LCM Team, Profile Management/ Updations  • Mass communication channel request management, Change Management, Change documentation | |
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| **NYLOCORE TRANSMISSIONS 2004-06 - 2007-03 Auditor and Associate Finance Executive** | |
| Incorporated in the year 1988, Nylocore Transmissions has established itself as Manufacturer, Exporter of Conveyor  Transmission Belts, Rubber conveyor belts, nylon sandwiched belts, machine tapes synthetic spindle tapes, roller  coverings, serrated belts, perforated belts, huddle belts, Rubber aprons, conveyor belting, nylon laminated flat belts. | |