**R. MONICA,**

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Product Owner / Senior Business Analyst

**OBJECTIVE**

As a Product Owner/ Senior Business Analyst looking for an opportunity to make a difference by bringing my enthusiasm and expertise to the forefront of a leading company’s business analysis and business decisions.

**EXPERIENCE SUMMARY**

* An accomplished, highly-motivated Product Owner/Business Analyst with fluent communication, strong investigation, problem-solving and decision-making skills, combined with a pragmatic approach and sound business acumen.
* Highly accomplished with a verifiable track record in fields such as **defining Product Backlog**, **requirement analysis and gathering, impact analysis activities, GAP analysis, Business Process Management, E2E Solution Design & Architecture, Development of interactive prototypes** and **Stakeholder Management**.
* 7.3 Years of diverse experience as **Product** **Owner**, **Senior** **Business Analyst** and **Solution Designer** in Software Design and Architecture.
* Expert in defining & pitching ideas for **Product Roadmap** and ensuring the **Product Backlog** is loaded for Scrum team’s engagement.
* Working closely with Business Stake Holders, Solution Architects, Software Designers to define business and system requirements.
* Well versed with the methodologies of Software Development Life Cycle, Change Management, Release Management, Development and Testing.
* Experience in **Agile, SAFe Agile** and **Waterfall Methodology**.
* **12 months** **onshore UK experience** with **Client Interaction, Conducting Workshops, Stakeholder Management, Project Management**, handling client calls and status update.
* Proven ability to identify problem, analyse possible end to end solutions and determine best course of action to meet objectives.
* Good experience in **Digital Transformation project**.
* Good Working Knowledge on Business/Operations Support Systems (B/OSS) domain.
* Proficient in **Time & Cost Estimation**. Advanced knowledge of statistical skills.
* Expert in developing an impact assessment model which identifies impact of a business requirement on various functional areas of the application that helps in pre-planning & work allocation of resources effectively.
* Expert in **data modelling** & **visualization** (UML, Wireframes, Use Cases, Activity diagrams).
* Involved in supporting the Coding, Development & Testing of the application. Good in identifying out of box scenarios for Unit, Regression and Integration testing of the developed application.

**TECHNICAL EXPERTISE**

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| **Elements** | **Particulars** |
| Databases | SQL, ORACLE, Stored Procedures |
| Operating Systems | Windows 2000, Windows XP, Windows VISTA and Windows 7. |
| Tools | Enterprise Architect (Design Tool), MS-Excel, MS- Visio, MS –Axure, Tableau, Microsoft Office tools, JIRA, BASS, SVN, SharePoint, Confluence, RALLY, Excel Macros, Microsoft Visual C++ 6.0, Microsoft Visual Basics, UML tools |
| Languages | C#, .Net, C++, HTML, XML, Edifact, JSON, Web-Service APIs |
| Domain Knowledge | UK Insurance, US/UK Telecom, Travel & Hospitality Domain |
| Legacy System | IBM Mainframe (Keane Certified) |
| Testing Tools | ALM , Quality centre, SOAP |
| Certification | Certified SAFe® 4 Practitioner, NetCracker TOMS Order Processing Framework Advanced,  NetCracker TOMS Offering Catalogue Configuration |

**CAREER SYNOPSIS**

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| **Sl. No.** | **Name Of The Organization** | **Designation** | **Job Role** | **Joining Date** | **Relieving Date** |
| 1 | NTT DATA, Bengaluru  ( [http://www.nttdata.com](http://www.nttdata.com/) ) | Senior Software Engineer | Business Analyst | 15-10-2013 | 07-04-2017 |
| 2 | NetCracker, Bengaluru  ( <https://www.netcracker.com> ) | Business Analyst | Business Analyst | 17-04-2017 | 20-09-2019 |
| 3 | Amadeus Software Labs India Pvt Ltd, Bengaluru  ( <http://www.amadeus.in/> ) | Senior Business Analyst | Senior Business Analyst | 23-09-2019 | Till Date |

**PROJECT DETAILS**

1. **Amadeus Software Labs India Pvt Ltd**

**Project 1:**

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| **Project Name** | **Amadeus Hotel Distribution R&D Feature Team** |
| Client | **Amadeus Hotel Distribution R&D Feature Team:**  Amadeus works on to create and customize a Central module called the GDS to allow all Travel agencies to search and book hotels of all the hotel chains (major, minor, aggregators and hosted chains). Global distribution System aims at providing automated transactions between travel service providers and agencies. |
| Methodology | **SAFe Agile** |
| Role & Responsibilities | 1. Working in the capacity of a Product Owner, responsible for:  * Analyzing and refining product requirements * Defining Sprint /Release objectives and User Stories * Grooming & maintaining Product Backlog * Defining delivery plans * Participate in Portfolio, Program, Product, Release & Sprint planning activities * Driving Product Deliverables and Business Value * Prioritize Sprint, create acceptance criteria * Drive testing and delivery of Sprint * Communication and Stakeholder Management * Provide T-Shirt sizing and estimations for Program Backlog * Data analysis & Business Analytics  1. Work directly with other product owners, system engineers, program managers, developers, testers, and customers to define features and technical user stories 2. Work closely with counterparts in Product Management to align on the vision, program backlog, roadmap and prioritize the same 3. Involved in all requirement gathering and impact analysis activities. Reviewing Client Requirements and Business Specifications, analyzing the impacts and feasibility, complete Time and Cost. 4. Produce a high-level document outlining the solution to be implemented. 5. Support an Agile Software Development process, working in conjunction with end users / stakeholders and technical delivery team 6. Being the voice of the customer and providing a business perspective on value during day-to-day development 7. Assist in customer workshops and maximizing the work of the development team |

1. **NetCracker Technology India Pvt. Ltd.**

**Project 1:**

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| **Project Name** | **T-Mobile US** |
| Client | **T-Mobile US:**  T-Mobile US provides wireless voice and data services in the United States, [Puerto Rico](https://en.wikipedia.org/wiki/Puerto_Rico) and the U.S. Virgin Islands under the T-Mobile and Metro PCS brands and also serves as the host network for many mobile virtual network operators. T-Mobile tops the charts with the fastest speeds and most available 4G LTE. It is America’s fastest growing LTE network. T-Mobile runs the USA’s biggest, fastest and most reliable mobile network coverage reaching majority of the USA population. |
| Methodology | **Waterfall & Agile** |
| Role & Responsibilities | 1. Lead in Requirements Elicitation and documentation effort as related to:  * Business processes, Workflow and Data Model. * End-to-End and System use cases/requirements * Business rules * Information model * Non-functional requirements * Integration points between systems * System security requirements  1. Working closely with Business Stakeholders, Solution Architects, OSS Designers to define business and system requirements. 2. Preparation of business analysis documents for internal and external use such as Requirements, Traceability Matrix, Compliance Matrix and Systems Design documents. 3. Analyzing and managing potential solution risks, issues and dependencies with the project technical and management team for proactive resolution. 4. Act as the primary liaison between clients and the project team throughout the project life cycle. 5. Extensively responsible of the following activities throughout the Project Lifecycle:  * Client Engagement, Requirement elicitation, Scope Clarification * Requirements analysis, Presentations and documentation * Impact Analysis, Solution & Service Design * Subject Matter Expert * Business Process Modeling & Testing * Project Management Skills  1. Responsible of defining project schedules by developing project plans and specifications, Time & Cost estimations, establishing deadlines, monitoring and tracking all phases of the project/ product lifecycle & deadline, providing timely reporting of issues that impact project progress, coordinating actions, and resolving conflicts. 2. Work with Development & Testing teams to Walk-through the functionality of the requirements to be deployed & review the test cases. 3. Support testing in Internal & UAT environment. 4. Worked as a single Point of Contact to design Digital transformation projects, define its digital strategy & technical roadmap. 5. Knowledge of CRM, Order Entry, Product Catalog, Order Management, Product Catalog Billing systems and processes for complex telecom B2B products & services. 6. Involved in the migration activity as the single Point of Contact from Product team and liaising with other impacted teams leading to successful migration. 7. Actively involved in training and mentoring peers and new joiners to team. |
| Achievements | Have been recognized by the Project Manager for showing extreme interest improving & enhancing major project areas by automating them. |

1. **NTT DATA GDS Ltd** (Formerly **Keane India Pvt. Ltd**)

**Project 1:**

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| **Project Name** | **TMUK and EE Configuration Design** |
| Client | **T-Mobile** and **Everything Everywhere:**  EE is the largest and most advanced digital communications company in Britain, delivering mobile and fixed communications services to consumers, businesses, government and the wholesale market. EE has approximately 13,000 full time employees and 580 retail stores, and serves more than 30 million customers across its mobile, fixed and wholesale businesses. EE runs the UK's biggest, fastest and most reliable mobile network coverage that today reaches more than 80% of the UK population. |
| Methodology | **Agile** |
| Role & Responsibilities | 1. Involved in all requirement gathering and impact analysis activities. Reviewing Client Requirements and Business Specifications, analyzing the impacts and feasibility, complete Time and Cost. 2. Analyzing System Impacts from the requirement document submitted by the business. Discuss with System owners and clients on the required solution to implement the requirements. 3. Produce a high level document outlining the Configuration changes required using Enterprise Architect. 4. 12 months of Onshore experience with responsibility of all aspects of the project from business analysis to plan management, stakeholder engagement and risk management. 5. Engagement with multiple stakeholders across the company to ensure all processes and requirements were accurately defined. 6. Handled designing of various Digital Transformation requirements, liaising its roadmap & ensuring its successful delivery lifecycle. 7. Performed lead + individual contributor role. 8. Review the application structure and database design with development and testing teams. 9. Provide support to development by reviewing the Application Design document and testing team by reviewing the Test Cases during development and testing phase. 10. Review the High Level Design Document [HLD] and Application Design Document [AID]. 11. Dealing with all type of technical and production issues with the Domain Knowledge. 12. Handling end to end project from analysis, design, development, SIT, UAT, deployment to support. |
| Achievements | The project has been awarded as the “Best project of the year” by the client as well as company twice. |

**EDUCATION QUALIFICATIONS**

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| **Class** | **Institution** | **Board / University** | **Marks** | **Branch** | **Year** |
| B.E | East Point College of Engineering and Technology, Bengaluru | Visvesvaraya Technological University, Belgaum | 81.29% | Electronics and Communication | 2009-2013 |
| XII | Kendriya Vidyalaya D.R.D.O, Bengaluru | CBSE | 84.2% | PCMC | 2009 |
| X | Kendriya Vidyalaya D.R.D.O, Bengaluru | CBSE | 92.4% | PCM | 2007 |

**PERSONALITY TRAITS**

* Team management & Risk Management.
* Mentoring peers within and across teams, helping them to view the application from an architectural perspective by understanding the database design.
* Ability to handle the pressure.
* Strong analytical and critical thinking skills.
* Good public relation skills – relationship building and negotiating.
* Possess good interpersonal, communication and presentation skills.
* Fast learner, dedication & commitment with sincerity & punctuality.

**PERSONAL DETAILS**

**Date of Birth** : 17th March 1992

**Languages known** : English, Hindi, Tamil and Kannada