

Vijay Kumar

Lead Product Manager

Contact

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Skills

Splunk

Lucid Chart

Jira

Microsoft Office

Visio

Product Management

- Over 10 years of experience across Retail and Telecom domains.
- Experience with technology and ability to facilitate communication between business and technology teams across geographies.
- Strong communication skills and proven ability to influence both at a strategic leadership level and cross functionally.
- Expert at working in the agile environment (e.g. user stories, iterative development, scrum teams, sprints, personas).
- Strategic mindset and bias for action with strong ability for strategic planning, defining OKRs and driving business outcomes.
- Ability to lead and influence a team while fostering relationships across multiple enterprise wide teams.
- Experienced in creating various business reporting and metrics dashboards on Splunk.

Work History

Lead Business Analyst/Product Owner

Dec 2020 to date - Harman Connected Services, San Francisco, CA

Connected Commerce Support Center:

As a lead product owner, I'm responsible for redesigning the existing order management system used by the Connected Commerce specialist support center.

- Conduct user interviews with CCSC executives, build personas and define the product requirements.
- Conduct SUS surveys with the help of Target researchers and create the baseline needed for the new product.
- Define product OKR and build the backlog needed to achieve them.

Lead Business Analyst/Product Owner

Feb 2019 to date - Harman Connected Services, San Francisco, CA

Insurance activations & Third party payments:

As a lead product owner, I'm responsible for Insurance activations for Mobile devices on Target.com, POS systems in store and the handheld devices used by Target reps.

- Lead insurance activations on Target for multiple vendors like AllState and AppleCare+.
- Responsible for defining product portfolio vision, strategy and roadmap.
- Integrated secure 3rd party payments with Target systems in over 1500 stores.

Basics of SQL

APIs

Product Design

Vendor Management

Process Development

Project Management

Quality Assurance

Team Management

Reporting

Data Analysis

Business Planning

- Analyzed sales, profitability and market conditions and presented findings to the merchants.
- Validated feature success through constant feedback and identified ongoing improvements.
- Instilled a lean, customer-centric culture by getting all teams involved in the product design process and encouraging early validation through prototypes.
- Brought down insurance activation time from 4 minutes to just under 2 minutes with a new simplified workflow.
- Supported scrum team with the day-to-day process of translating strategy into roadmaps, and roadmaps into launched product: developing user stories and PRDs, managing product design process, leading customer research, prioritizing 2-week sprints, and working hands-on with engineers, QA, account managers, and customers.

Senior Business Analyst/Product Owner

Mar 2017 to Feb 2019 - Harman Connected Services, San Francisco, CA

Project SoHo:

As the product owner from Target, I was responsible for the design, development and integration of the canonical API's with Apple's Brooklyn platform on one side and Sprint's activation platform on another.

- Project generated a net revenue of ~1.5mm annually with a potential to increase by up to 3 folds.
- Spearhead Stakeholder discussions with Sprint and Apple.
- Conducted Usability Studies based on API usage via Splunk.
- Aligned solution design with key business goals - both strategic and tactical.
- Gather Business requirements through interviews, surveys, prototyping and interacting with Project Managers and project focus groups.
- Develop use cases, sequence diagrams, process flows.
- Involved with the design of Interaction History System that allowed Apple to download API logs for record keeping.
- Created user stories for implementation of a hybrid payload encryption solution in conjunction with the working sessions with Apple and Sprint.

Senior Business Analyst/Functional expert

Dec 2014 to Feb 2017 - Harman Connected Services, Bangalore, India

OOPIS- Order Online Pick In- Store:

With OOPIS, Target wanted to broaden its omni-channel experience and offer contract mobile phones on their online platform. As the functional expert on the project I was responsible for understanding the APIs for AT&T, Sprint and Verizon and define the implementation for online experience.

- Reviewed carrier API documentation and defined requirements for implementing them for the online profile.
- Liaised with the Product owner during feature discovery and conducted user interviews to detail out the requirements.
- Worked with the team to perform impact analysis and come up with guideline sizing for the project.
- Aided defect resolution by facilitating discussions between Business, Vendors and the development teams.
- Defined & created business & functional dashboards using Splunk.
- These metrics and alerts helped us identify issues early and resulted in continuous improvements of the product.

Senior Business Analyst/Functional expert

Mar 2016 to Feb 2017 - Harman Connected Services, Bangalore, India

AT&T Next 2.0:

Target wanted to support the new, finance programs that would be replace the legacy one. We had to work against a tight deadline to ensure business continuity since AT&T accounted for a major portion of the Target business.

- Collaborated with AT&T to understand the features of Next 2.0 plan and defined the user experience for both .com and store users.
- Facilitated discussions between Business Services, AT&T and our development teams before coming up with user stories.
- Reviewed test scenarios and business cases to ensure optimum test coverage and signed off on user acceptance tests.
- Performed walk through of functional specifications with the enterprise architects, dev and Test Teams.

Test Analyst

Aug 2013 to Jun 2014 - Perform Group LLC, Mangalore, India

- Involved in all phases of application testing and building of functional and regression test suites.
- Updated, executed and maintained Selenium test scripts for our regression test pack.
- Prepared test summary reports for client reviews and signoff.

Technical Associate

Jun 2010 to Jun 2013 - Tech Mahindra Ltd, Bangalore, India

21cn e2e Lead2Cash – Test & Release Management:

Planning and executing the warranty support playbook for every release. My primary responsibility was to build stake holder confidence on the release and it required me to work closely with BT Design, Business and deployment teams.

- Worked with BT Retail and BT Global Services to review user journeys and create E2E test cases. These test cases would later be executed in the presence of BTGS, BTR users.
- Managed release schedule and maintained release milestones throughout the program, while reporting and resolving any product release dependencies and conflicts.
- Responsible for ensuring the impacts of the software being released were known to the stakeholders by scheduling weekly reviews.

Education

Bachelor of Computer Applications

SDM College Of Business Management- Mangalore, India

Master of Computer Applications

NMAM Institute of Technology- Nitte, India

Certifications

Certified Scrum Product Owner(CSPO)