

### SUMMARY

Six years of experience working as a Product Owner in the Telecom domain. Proficient in liaising with inter-disciplinary teams to collaborate, and deliver quality products and services. Experience in customer interactions and negotiations, business requirement gathering, solution analysis, and agile project management.

### KEY SKILLS

- Sprint Planning
- Technical Design Sessions
- ITIL
- Product Monitoring
- Stakeholder Management
- Sprint Report
- Design Reviews
- Agile Development Practices
- Resource Allocation
- Development Life-Cycle
- Business Use-Case Design
- Functional Solution Design
- Requirement Gathering
- Impact Assessment
- BRD and FRD writing
- Analytical Skills

### Products and Methodologies

- C Programming
- Unix Shell Scripting
- SQL
- PL-SQL
- Webservices
- JIRA
- ITIL
- Perforce
- HP ALM
- IBM ClearQuest
- Microsoft Visio
- Microsoft Excel
- Waterfall
- Agile-Scrum
- DevOps
- ServiceNow ITSM

### PROFESSIONAL EXPERIENCE

**Business Analyst - Scrum Product Owner** Sep '19 - Present  
**Amdocs, Client - T-Mobile, USA** Pune

- Leading software life-cycle of design, development, and testing phases. Collaborating with stakeholders and teams to ensure project progress by tracking activity; resolving problems; publishing progress reports and consensus with diverse stakeholders
- Analyzing and translating business requirements to functional specifications, best solutions, use-cases, and user stories.
- Focus on the preparation of Impact Assessment and Estimations. Leading ROI sessions for many large-scale initiatives.
- Solution development, requirement gathering, and design, through development and delivery to Production.
- Project management & leadership with stakeholders to ensure project progress by tracking activity; resolving bottlenecks.
- Reduced the delivery time by 15% and was able to coordinate 97% of product completion in line with the company roadmap.

**Senior Software Developer** Jan '18 - Sep '19  
**Amdocs, Client - EE British Telecom, UK**

- Analyzing and reviewing designs of the software, including technical reviews and analysis of source code.
  - Facilitator in design sessions with the implementation team to define solutions. Lead code reviews & Sub-System testing.
  - Worked in Dev-ops methodology on fast-track designs and development of new functionalities.
  - Scoping, presenting, and finalizing Technical Designs and efforts management for multiple projects.
- Represented Amdocs at various Client locations in United Kingdoms.

**Software Developer** Sep '15 - Jan '18  
**Amdocs, Client - Rogers Communications, Canada**

- Undertaken analysis of application defects in vital Rogers's products and services along with their development.
  - Progressive roles in production support and development of vital business-centric platform operation systems, while working directly with internal & external stakeholders. Designed various Operational Management Plans with clients.
  - Performed defect analysis that mitigated system crashes during Black Friday device sales, avoiding impact to ~30% of customers.
- Represented Amdocs at various Client locations in North America.

### EDUCATION

**YCCE, Nagpur, Bachelor of Engineering, Computer Technology** Aug '11 - Jun '15  
**CGPA - 7.37 on a scale of 10**  
**Higher Secondary Education - CBSE 71.4%** May '11  
**Secondary School Education - CBSE 85.67%** May '09

## Honors

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- Star employee award, awarded by account management 2019
- Winner at Line level for Amdocs Value Award for Excellence 2017
- Nominated for Amdocs team value award 2016
- Titled as "Nagpur Times Clean and Clear Fresh Face 2014", Times of India Group, and Johnson and Johnson.
- Cultural head, computer technology student council, YCCE.

## Certificates

- AWS business professional certified. 2021
- Certified in DevOps Methodology. 2019
- Certified in Unix Shell Programming, ENS CSM UX KL2, ENS CSM KL3, Python at Amdocs. 2015-2019