

**SUMMARY:**

* + Experienced Product Owner with more than10years’experience in developing and implementing custom solutions to address critical business issues.
  + Demonstrated ability to manage multiple complex projects while maintaining rigorous standards for quality, timeliness, budget, and client satisfaction.
* Expertise in end to end documentation of different requirement artifacts like functional specifications (FS), create and monitor work breakdown structure (WBS), business rules, use cases, software requirement specification (SRS), change request (CR), enhancements and requirement traceability matrix (RTM).
* Proficient in Business Requirements gathering, Business Process flow, Business Process Modeling (BPM), User Acceptance Testing, with a keen awareness of developers and end-users needs.
  + Possess in-depth knowledge of different roles in analytical/BI-projects supporting commercial excellence with high understanding of pharmaceutical commercial engagement models including digital and multi-channel engagements, metrics, and IQVIA’s Xponent & salesforce effectiveness data.
  + Experienced in problem solving, strategic planning, and quality management along with strong coordination skills within and across team to fulfill client’s expectations.
* Serve as a SME for assigned area, understand business needs, maintain awareness of industry trends, and provide recommendations to facilitate decision-making.

**SKILLS &TOOLS:**

* MS Power BI, MS SQL Server Management Studio,Business / Data Analysis, JAD & RAD, Advanced Excel, SDLC & PDLC, Jira & Confluence, TFS, User Stories/Story Boards, Backlog Planning & Grooming, UAT, Data Validation, User Demo & Training
* Experience of using business intelligence tools like Power BI and data frameworks along with SQL and Oracle database

**WORK-EXPERIENCE:**

**Product Owner | ConcertAI Patient Solutions LLC, King of Prussia PA | Nov’18–Present**

* + A subject matter expert (SME) in Patient Solutions and Product Owner responsible for implementing and delivering SAAS products customized and configured based on pharmaceutical client’s requirements.
  + Leading and/or managing multiple projects that span across various internal and external clients.
  + Manage projects of diverse scope and complexity and serve as the liaison between business, analytics, technology, and end users.
  + Responsible for maintaining a well-groomed product backlog that supports multiple scrum teams.
  + Work closely with the client to prioritize work items based on business needs. Responsible for creating, analyzing, and documenting business rules for metric KPIs.
  + Managing product development timelines with the data / UI engineering teams.
  + Responsible for measuring and analyzing performance of existing and new functionalities and features of product through dashboards, metrics, and customer satisfaction assessments.
  + Accountable for planning the launch of new products and releases and manage the cross-functional implementation of the plan.
  + In charge of writing acceptance criteria. Accept or reject work done by the team based on evaluation and determination of acceptance criteriaand assist the client with UAT.
  + Day to day responsibilities include timely and accurate delivery of B2C and B2B reporting. This involves working with multiple stakeholder groups to ensure adherence to SLA’s and interaction with stakeholders/customers, gathering requirements through existing system documentation or procedures, defining business processes, identifying, and analyzing risks using appropriate templates and analysis tools.
  + Designand implement SQL code for analytic studies to fulfill internal and external client requests, also to maintain, evaluate and investigate recurring validation requests.
  + Understanding of HIPAA, compliance, and privacy requirements for delivering analytics projects based on patient level data.
  + Manage and oversee the support and enhancement of several key data sets and systems distributing the data.

**Sr. Consultant |Virtusa Polaris, Collegeville PA | Apr’18- Nov’18**

* + Implemented enhancements to IMConnect Portal for the client (**Iron Mountain**).
  + Worked with process owners and all impacted functional heads to develop and implement optimized solution.
  + Performed agile scrum ceremonies. Assisted Scrum Master in scrum meetings and reviews.
  + Created backlog boards in Jira including backlog items for the application.
  + Worked with business and different business partners to gather requirements.
  + Responsible for leading project teams and technical kick-off meetings for assigned projects.
  + Coached, mentored, and supervised team members and associates.
  + Provided UAT assistance to the end user. Guided UI team to design wireframes as per requirements.
  + Demonstrated the application to senior leadership on a bi-weekly basis.
  + Ensured the bug list and hotfix items were resolved as per priority order.
  + Manageddocumentation related to project communication, meeting agendas, minutes, and other client deliverables.
  + Created test scenarios and test data for development teams.

**Sr. Business Analyst | GlaxoSmithKline, Collegeville, PA | Jan’17 - Mar’18**

* + Analyzed business processes, assessed scope and impact of the business needs, identified and documented functional requirements and tracked deliverables against the production schedule
  + Ensured SLA adherence for standard and complex change queue and maintained detailed change management documentation for initial releases and ongoing releases to update existing systems.
  + Served as the subject matter expert (SME) and central point of contact for assigned projects.
  + Developed test cases and test scripts and assisted Quality Assurance activities, system integration testing and user acceptance testing (UAT), developed and maintained quality procedures and ensured appropriate documentation in place.

**Business Analyst |VIVA Group, INDIA | Jun’11 - Apr’15**

* Assisted project team in defining project scope, activity planning and sequencing, resource planning & allocation, developed schedules & estimated cost & time.
* Collaborated with the team on project/roadmap planning, facilitated daily stand-up meetings, reviews, retrospectives, sprint and release planning, demos and other Scrum-related meetings.
* Involved in all phases of software development life cycle (SDLC) in Agile framework
* Managed product backlog within JIRAusing both Agile and Kanban framework.
* Identified bugsand trackedthem to completion using JIRA.

**EDUCATION:**

* MS Business Intelligence & Analytics | Saint Joseph’s University, Philadelphia, PA, USA
* Bachelor of Commerce |Jiwaji University, INDIA