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# Summary

A competent IT professional with over 9 years of experience in software product management, product development, product strategy and delivery and project management. Customer centric web (SaaS) based software products. Proficient in market research, analysis and problem-solving techniques.

A strategic, innovative, and analytical thinker, skilled at bringing proactive solutions to difficult or high-pressure situations with strong problem-solving and project leadership as well as interpersonal and communication skills. Highly focused on results, details, and customer satisfaction. Proficient at building robust and positive long-lasting relationships with key clients, organization management, and end-users. Have a huge passion for technologies with fast and easy learning, a self-confident self-starter, who enjoys working in a team, known to be an expert, "go-to" person, equally developing people and making others great. Give and achieve others’ respect equally externally and internally.

# Key Competencies

Product Management | Scaled Agile | Iterative Development | Presentation | User Stories | Interface | User Acceptance & Functional Testing| Product Development| Product Strategy | Scrum | Project Management | Release Management

Scaled Agile|Sprint Planning| Sprint Retrospective| Product Backlog Refinement|Continuous

Delivery Pipeline|Design Thinking|Customer Centricity|PI Planning

# Professional Experience

**Wells Fargo ,** DC July 2018– Dec 2020

## Product Owner - (Digital Platforms for Traditional and New Financial Products)

Key point contact for all cross functional teams for product vision and product development queries for various financial products ***(Retail Loyalty, Money Movement, Channel for Mobile, Imaging, Enterprise Fraud and Card processing*).** Closely work with multiple stakeholders to maintain & manage changing business needs for their linear and digital platforms. Product owner performing structured development methodology and responsible for keeping lights-on of customer applications.

• Worked with Senior Product Managers, delivered the product plan by ensuring changes in market and business priorities

including integration needs and technology advancements are reflected.  
• Worked with stakeholders to understand business problem statements and convert them into user stories.  
• Prepared and presented product plans. Identified risks and challenges, opportunities and growth  
• Developed solutions and user stories to solve stated business problem statements in a manner that can be delivered

in an Agile manner.  
• Demonstrated leadership by establishing and articulating a clear vision of success and how goals and objectives will

be achieved to development teams.  
• Managed backlog of user stories for one or more solution groups.  
• Established user story acceptance criteria, accepts user stories, refines stories with Scrum teams.  
• Reviewed and provided feedback on test plans to ensure application changes meet acceptance criteria.  
• Created Sprint Release Plans with input from development teams.  
• Monitored the development progress and provides updates to stakeholders, as requested.  
• Applied Agile methods and processes to promote a disciplined project management process that encourages frequent

inspection and adaptation of ongoing work product.  
• Provided content for product roadmaps, ensured timely delivery and provided business reasons for any

changes/revisions made to roadmaps.  
• Led planning and review meetings to communicate feedback on development achi

**FedEx,** Memphis July 2015 – July 2018

**Product Owner (eCommerce)**

Led development of key Features for FedEx Android and iOS apps.

* Owned product backlog using JIRA and TFS and partnered with business team to prioritize actionable items, ensuring accuracy, timeliness and communicating findings to development team.
* Played a critical role in managing software development using Agile best practices.
* Managed several consumer product and interface projects, and collaborated with cross-functional teams to manage data flow and dependencies.
* Facilitated meetings with key stakeholders and Development teams to review and plan high priority items and iterative cycles.
* Analyzed business needs for various projects and performed requirements gathering and functional specs with the clients as the lead business analyst.
* Worked with project and customer management to facilitate communication between IT and business, including open issues, project prioritization, resolutions, and project requests.
* Conducted analysis meetings with customers to determine and prioritize business and system requirements for projects characterized by high-profile status, risk, and/or complexity.
* Communicated regularly with team members regarding task or project status and opportunities to improve service levels or business processes.
* Structured business requirements and acceptance criteria in user stories to facilitate test plan creation.
* Responsible for planning and executing User Acceptance Testing sessions with key stakeholders.
* Worked closely with the transition and development teams to ensure issues are resolved and system can be launched in a timely manner.

**Wells Fargo,** SF July 2015 – July 2018

**Product Owner (Open Banking API Platform)**

Key point contact for all LOBs in an API commercialization initiative.

* Owned product backlog using JIRA and TFS and partnered with business team to prioritize actionable items, ensuring accuracy, timeliness and communicating findings to development team.
* Played a critical role in managing software development using Agile best practices.
* Managed several consumer product and interface projects, and collaborated with cross-functional teams to manage data flow and dependencies.
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**Deloitte/Pyramid Tech,** Indianapolis Sept 2014 - July 2015

**Snr. Business Analyst**

Actively participated in the business process transformation initiative which entails several identifying several projects aimed at driving superior service delivery for the client.

* Interviewed business/system owners at all levels across the organization to document current “as is” processes and developed detailed swim lane processes which standardized future “to be” processes utilized across the enterprise.
* Modeled cross-system business processes and workflows, documented the current-state and future-state architecture for the operating model.
* Provided technical advice to management on requirements.
* Gathered business requirements based on client requested functionality that could be easily translated into technical specifications by development team.
* Modeled cross-system business processes and workflows, documented the current-state and future-state architecture for the operating model.
* Acted as technical product owner for 2 teams with 20+ personnel (both onshore and offshore) on new initiative as well as facilitated and documented Business and System Use Case to properly assess the business/system needs of the client.
* Produced business requirements documentation that clearly captured the requirements(functional & non-functional) and specifics of the work needed.
* Interviewed business/system owners at all levels across the organization.
* Analyzed Legacy & Compliance Application systems, including the analysis of data content
* Responsible for defining IT – Catalog SOA requirement for enhancements
* Support IT- Catalog Data collection and analysis
* Performed advanced data mapping exercises and information modelling flows
* Developed IT – Catalog procedure for disaster recovery if Application is down
* Conduct Product demonstration for IT- Catalog enhancements.
* Facilitated Use Case and JAD sessions to properly assess the business/system needs of client.
* Worked closely with QA team to draft and execute test cases.

**Wells Fargo,** SFJuly 2014 – Sept 2017

## Snr. Business Analyst/

Lead the engineering team and ensure the time driven development and releases. Coordinate with product owners to identify the deliverable of the product.

* Facilitate scrum ceremonies including daily stand up meetings, story grooming sessions, sprint planning, and scrum of scrum meeting
* Serve as the primary business line team member/product owner on an established agile sprint team
* Act as the primary liaison between the business line & technology departments from idea to implementation of new or enhanced system functionality
* Participate and provide meaningful input in the review, approval & prioritization of technology requests from across the organization
* Collaborate with technology & business resources, and often facilitate, technology planning activities including product & project planning, story mapping and sprint & release planning
* Work with product, end-users and SMEs to fully understand the goals, objectives and success criteria of approved technology initiatives
* Perform system and business analysis to understand potential impacts & dependencies and provide sound recommendations on systems solutions
* Produce clear, concise and accurate documentation including Project Charters, Business Cases, User Stories/Acceptance Criteria and other artifacts as needed
* Own and groom the technology product backlog for the assigned Sprint Team. Responsible for the sprint team backlog content & prioritization based on business value.
* Confirm sprint deliverables meet the business’ needs and expectations
* Participate in release activities and performs release validation

**PNC Bank,** ColumbusJune 2012 – July 2014

## Business Analyst

The scope of the project was to build a new fixed income trading application for middle office replacing the existing legacy application.

* Facilitate scrum ceremonies including daily stand up meetings, story grooming sessions, sprint planning, and scrum of scrum meeting
* Serve as the primary business line team member/product owner on an established agile sprint team
* Elicited requirements from business users and subject matter experts using interviews and from documentation analysis, business process modeling and data workflow analysis.
* Modeled cross-system business processes and workflows, documented the current-state and future-state architecture for the operating model.
* Identified attributes and product types that are to be displayed on the application interface screens for the application.
* Leveraged waterfall methodology, created Business Requirement Documents, conducted user sessions and interviews.
* Identified data sources, analyzed data, identified transformation rules, conducted gap analysis and documented missing attributes.
* Worked with developers for creating mockup screens and POC to reduce ambiguity thereby clarifying and identifying gaps within the requirements.
* Worked on SQL tools for data extraction and analysis.
* Worked with risk group to gather the requirements for establishing the linkage between the applications for trade risk analysis.
* Created and maintained the product backlog for user stories and established acceptance criteria from the product owner.
* Created requirement document, use cases, flow diagrams and sequential diagrams by using UML tools and techniques in MS Visio.
* Worked with developers during entire development sprints and provided all necessary guidance with respect to requirement specifications.
* Assisted the QA team to develop the test plans and test cases and performed Functional and User Acceptance Testing.
* Responsible for defect management and worked with QA and development teams to prioritize, testing and resolving defects.
* Participate in release activities and performs release validation

**Cendant Mortgage,** NYMay 2011 – June 2012

**Jnr. Business Analyst**

* Elicited, analyzed, reviewed and evaluate business requirements and user needs.
* Collaborated with Consultants, Sr. Consultants, and Directors to design and implement systems that parallel overall client business objectives.
* Worked under the immediate supervision of the Project Manager, and exercise independent judgment on small engagements or as a part of the team on enterprise projects.

# Education & Training:

* **MBA** – Ashland University, Ohio- 2011
* **B.sc Accounting** – University of Maiduguri- 2007

# Certifications:

* Certified SAFe 4 Practitioner – Scaled Agile
* Agile Certified Professional (PMI-ACP) – PMI
* Project Management Professional(PMP) – PMI
* Certified Business Analyst Professional(CBAP)- IIBA