

Educational qualifications:

- **PDGIM** - National Institute of Industrial Engineering (**N I T I E**, Mumbai) - Class of 2011
- **BE** - College of Engineering, Guindy (**C E G**) - Class of 2007

Supply Chain Management
Computer Science & Engineering

Certifications/trainings:

- **CSPO®** - Certified Scrum Product Owner - Jul'19
- **CSM®** - Certified Scrum Master - Oct'20
- **PMP®** - Certification *Training* - Oct'20
- **Green Belt**, Six Sigma - Jun'21 (to be renewed)
- **APICs** - Master Planning of Resources & Detailed Scheduling and Planning - Jun'21 (2/5 modules)

Skillsets:Functional expertise

- Excellent stakeholder communication
- **PBR** - Product backlog grooming sessions
- Backlog **prioritization** with Business
- **ROI/Business value** identification & tracking
- Test scenarios identification for **TDD** - Test Driven Development
- **UAT** - User acceptance testing, **Demo** & feedback capture
- DEV-Business liaison throughout requirement lifecycle
- **NFT** - Performance testing requirements capture
- **VA** - Vulnerability assessment requirements capture
- Requirement workshops, analysis & solution proposal
- **Competitive benchmarking** & best practices proposal
- **RTM** - Requirement traceability matrix tracking
- Conducting surveys/workshops for identifying requirements
- **BRD** - Business Requirement Document preparation

Managerial expertise

- **Agile Project management** - Planning, Scheduling, Execution
- **Capacity planning** & budget approvals
- **Agile ceremonies**-Sprint planning, Scrum, Retrospective, Review
- **PSI** - Potential Shippable Increment planning
- **Release planning** & checklist maintenance
- **Dev Ops** implementation & tracking
- **RAID** management & partner team handling
- Escalation & priority incident handling
- Expert **DSR/WSR** status reporting
- **RACI matrix** preparation & team adherence

Project expertise

- **Website & Mobile** app development
- **Content Management, DAM** - Digital Assets Management
- **Application migration**, Legacy application sunset
- **EBI** - Enterprise Business Intelligence
- **Data Ops** - Data migration, Master Data Management
- **Data Ops** - Data Quality, Data Governance, Data Security
- **Advanced Analytics** & Insights
- **Tools exposure**
- Content & Digital assets mgt. - **Adobe Experience Manager**
- DB - **Oracle, Teradata, Cassandra, Netezza, Mongo DB**
- Migration - **Informatica, Talend DI, Microsof SQL**
- Reporting - **Power BI, Business Objects**
- Java, C, C++ , HTML, Angular, Java Script, Linux commands
- Microsoft Office - **Excel, Word, Visio, PPT**
- **JIRA, HP ALM, Assembla, Lean Kit**

Work-experience summary:

- **Domain experience:** Banking, Service, Retail, Transportation and Airlines
- **Overall experience:** 10+ yrs' [4+ years' at Onsite USA]
 - **Altimetrik India Pvt. Ltd.** **Product Manager** **~1.5 year(s) Aug'19 to present**
Product Owner - Owning an **application migration** project to migrate the Payment Initiation which includes **1500+** branch-payment method/type combinations across ASIA, EUROPE, CEEMEA, NACA from legacy **CitiDirect Business Engine** to **CitiDirect NextGen**
 - **Tata Communications Ltd.** **Senior Lead** **~.5 year(s) Apr'19 to Aug'19**
DQMI Manager - Designed & implemented a **data quality/governance framework** to capture, validate & provision data from disparate source systems to a data lake/MDM which feeds data to an Optimus (a digital journey to place/track service orders)
 - **Wipro Technologies** **Senior Consultant** **~8 year(s) Jun'11 to Apr'19**
BA/PM - Owned & executed multiple **data migration, MDM, customer analytics, website & mobile app** development/enhancement projects across multiple domains & major US clients - **Herc Rentals, Walmart, Best Buy, United Airlines, MasterCard**
 - **Infosys Technologies** **Software Engineer** **1 year(s) Jun'07 to Jun'08**
DEV - Offshore developer in a web based application to track the fines imposed on shoplifters. Coordinated with 3 DEV and 2 QA at offshore and consolidated the daily deliverables & also prepared **DSR/WSR**.

Corporate Internships: (2009 to 2011)

- **White Spaces Consulting** - Performed competitive benchmarking & proposed suggestions for JIVA Ayurveda to optimize order fulfilment process by introducing delayed differentiation. Executed pilot & demonstrated **reduction in the lead time by 50%**
- **Integral Coach Factory** - Acquainted with **ASRS** - Automatic Storage & Retrieval System of parts
- **Caterpillar Inc.** - Performed competitive benchmarking with Titan industries on **Competency Mapping** framework and proposed suggestions to improve the existing framework
- **Tata Communications Limited** - Acquainted with the **warehouse maintenance** strategies in the regional warehouse

Scholastic achievements:

- Secured **100 % (200/200)** in **Mathematics** in Matriculation exam' 2000 | Secured an overall **96%** in Higher Secondary board exam' 2003
- Secured **First Class** in **BE & MBA** graduating from from **Tier I colleges in India** for Engineering (CEG) & MBA (N I T I E, Mumbai)
- **NSS Coordinator** in CEG 2006 to 2007 | **B-School Business Relationship Coordinator** & **Cultural Secretary** for N I T I E 2009 to 2011

Highlights:**Altimetrik - Citibank**

- Recipient of Internal award – **Customer Champion & Super Star** for the exhibit of gaining **customer & teams confidence**
- Tech groomed more **50+ epics and 1200+ user stories** over **4 quarters/PSI** and delivered coordinating with multiple cross functional teams
- Successfully completed **2 major and multiple minor releases** with minimal PROD defects identified in **Shadow-Live** mode
 - Payment Initiation in NXGN through **Files & API channel** - ISO XML V3 & V2
 - Payment Initiation in NXGN through **UI Channel** for pilot payment methods – UK FPS & PL DFT microservices
- Designed **Shadow Checker reporting** to compare and report on 850+ columns of validation results stored in legacy and in shadow tables
- Derived **baseline performance metrics** from Legacy and arrived at NFT requirements for NextGen Payment Initiation
- Coordinated with NFT team to execute Pre-Integration, Post-Integration, Roll-Back NFT testing to ensure **0 % impact on legacy flow**
- Analysis - **Payment Reengineering for Cross Border Funds Transfer** – Unifying UI fields & rationalization of rules across regions of the world

Others

- **Requirement consultant** for an internal project on **social data (FB, Twitter, Instagram, YouTube)** collection, analytics and insights
- **Agile Coach** - Consulted multiple internal/client projects the on Agile methodologies & incorporated strong Agile values
- Product Owner **Interviewer/Inductor/Mentor** - Mentoring **10+** business analysts/product owners
- Completed multiple trainings on Alitmetrik-Udemy - AWS Business Practitioner training, Project Manager, Product Manager etc.

Tata Communications Ltd.

- Re-designed the **data migration/quality requirement gathering** for **IIL, GVPN, GSC, UCAAS** on **Optimus** digital journey
- **Data Ops** – re-designed the **data quality reporting** to present which customers are ready to place **New and MACD orders** in Optimus
 - Tracking and consolidating the cleanup of **Customer data, Service data, & Location data** (with 3P Neilsen)
- Corrected the existing reporting system and improved the report accuracy by **more than 50%**

Wipro Technologies**Herc Rentals**

- **Single Onsite Business Analyst & Scrum Master** operated from Florida, USA coordinating with a **20+ DEV** team for more than 24 months
- Owned end to end execution from requirement analysis till user acceptance & production support
- Delivered **1000+ user stories** (func tickets in Assembla) on **Content management (AEM), Website, Android & iOS** mobile app development
- Performed in person visit to branch to collect feedback/reviews on the mobile app and **rationalized features** as per the roles
- Performed **competitive benchmarking & mystery customer analysis** with competitors' website & provided new requirements
- Received business buy-ins for more **100+** UI/UX suggestions on the Website, Intranet & Admin portals

Walmart Inc.

- **Onsite Lead & Scrum Master** operated from Arkansas, USA handling a **20+ QA** team for QA on **WTMS** - Walmart transportation Mgt. System
- Coordinated functional testing for major modules – **Freight Management, Fleet Tender Response, Driver Management, Load Management**
- **Regression lead time reduced by 80%** by optimizing regressing testing strategy by introducing **Vertical Slicing** against priority-wise execution
- **Identified & eliminated 10+ obsolete features with Product approval, within a 60 days of project takeover from Accenture**

Master Card

- **Lead BA** coordinating with customers from APAC, CEEMEA, LATAM, NACA in **multiple time zones** to gather **content authoring requirements**
- Delivered **100+** authoring requirements coordinating with **20+ DEV/QA** for **MasterCard priceless cities website**

William Sonoma Inc

- **Project Ops Manager** for a **24/7 Functional Support** project on Netsuite ERP data migration managing a team of 5 DEV
- Recipient of internal recognitions for achieving zero escalations and maintained **100% SLA adherence**

United Airlines

- **Business Analyst/PM** operated in **San Francisco, USA** for data migration project on **Staff Augmentation** working with United & Infosys DEV
- Migrated data from multiple applications to a FAA adhering application SCEPTRE (surviving app. post the Continental - United Airlines merger)
- Coordinated with various users from **storekeepers to Vice Presidents** for the requirements and user acceptance

Best Buy

- **Onsite Business Analyst** operated from **Minneapolis, USA** for **CAM** - Customer Analytics Master an analytics platform for Campaigning team
- Gathered requirements to migrate **Customer, Sales, Location, Product, Calendar** data from multiple sources to CAM
- Introduced **customer's mood (+ve, -ve, neutral)** as a factor to be considered for shooting campaigning emails
- **Corrected data purge requirements** for **customer opt-in** for spam campaigning as per the **CAN-SPAM Act of 2003**
- **Offshore Business Analyst/PM** for multiple **Enterprise Business Intelligence** projects. Handled allocation & billing for **EBI account - 100+ team**

Others

- Planned and executed **45 days** KT session for **10+ DEV** on **Talend DI/MDM** for **TUI Airways** account to take project handover from **Accenture**
- **GoTo Anchor** for major corporate events in Wipro like Account level All Hands Meet, Project team outings, Award ceremonies
- **News Letter Editor** - Newsletters for Best Buy, Herc Renals and business analyst practice
- Recipient of **multiple internal awards** and recognitions. Consistently rated **Exceeds Expectations** in **appraisals**
- **Internal corporate trainer** - Personality development and corporate communication sessions for multiple project teams

Infosys Technologies

- Completed **JAVA training & Personality Development training** in Mysore Infosys training campus
- Performed **requirement analysis** on the received work requests from **onsite BA. Disseminated & consolidated** work among offshore DEV/QA