

MONICA CATHERINE PUSHPA

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EDUCATION

University of Southern California, Marshall School of Business – Los Angeles, CA **August 2020**
Master of Business Administration (M.B.A.)

Bharathidasan University – India **May 2004**
Bachelor of Engineering (B.E.) in Computer Science and Engineering

SUMMARY

Seasoned technology leader with 11+ years of global, cross-functional experience in product management and project delivery. I am currently seeking a Senior Product Manager role where I can best utilize my Engineering background and my MBA skillset to break new ground in creating and delivering value to the customer.

CORE COMPETENCIES

Product Management- Competitive Research, Prototyping, User Experience (UX) & Design, Agile/Scrum Frameworks, Backlog Grooming & Prioritization, Sprint Planning, Release Roadmap & Go-To-Market Strategy, Big Data Analytics, Tradeoff Matrix, Business Alignment, Scaling of System & Userbase.

Project Management- Requirements, Team & Delivery Management; Change Management- Cloud Implementation & Digital Transformation (IaaS/PaaS/SaaS); Client Onboarding & Liaison; Business Case Analysis, PRD, MRD, Scenario Modeling, Business & Process Improvements.

Domains/Clients- Banking & Financial Services (Bank of America), Retail (Walmart), Healthcare (GE), & Telecommunications (Nokia), Startups in India.

EXPERIENCE

HCL Technologies – Bangalore, India **Apr 2018 – Jul 2019**
Product Manager

- Owned & launched Nokia Delivery Platform (NDP) by defining vision, scope, product roadmap & aligning these with Project Management Office (PMO) business goals. Gained buy-in across multi-disciplinary PMO groups by effectively presenting growth opportunities & renewed capabilities.
- Researched target markets, identified and secured viable product expansion opportunities worth \$15M that exceeded annual OKRs & synchronized with vision/goals of larger Business Unit (BU) strategy.
- Developed feature set based on User Experience feedback, refined backlog by clarifying requirements and dependencies, sizing and estimating user stories to get the prioritized Product and Sprint backlogs.
- Adopted data-driven analytics to understand poor customer adoption of previous model & deployed robust solution architecture that improved customer adoption metrics by 30% & revenues by \$4M YoY.
- Partnered with key stakeholder groups and cross-functional teams including Product Management, Marketing, Client Services, Sales, & Analysts to validate business case hypotheses and gain internal alignment on GTM strategy. Contributed to portfolio-wide strategy for contingency, risk & escalations.
- Led a 6-member team who developed common framework modules/APIs for B2B SaaS startup across product discovery, build and deploy phases; proactively identified and removed roadblocks. Advocated adoption of Agile and Continuous Development/Integration (CD/CI) that greatly reduced time-to-market.
- Identified short- and long-term market opportunities and served as the key liaison between organizations and clients for requirements mapping; released Product Requirements Document to help stakeholders understand the scope/scale of business need; communicated status to client CXO/executive management.
- Created and regularly updated value proposition materials such as product demo scripts, market data and feedback; contributed to product messaging content such as marketing collateral, white papers, channel training, presentations, blogs, copy, campaign highlights and coordinated writing for launch events.

Capgemini – Bangalore, India

Feb 2015 – Jan 2018

Program Manager

- Managed portfolio of 7 products for Fortune-500 clients in Cloud Implementation, Business Process & Risk Mitigation; owned entire Product Development Lifecycle & oversaw teams globally dispersed.
- Shepherded focus groups for different customer segments and piloted an MVP for validation within 3 months, used the feedback obtained to reprioritize product backlog, and cascaded customer ideology and thought process to stakeholder teams. Set up quick feedback loops within each Sprint.
- Streamlined product backlog prioritization by negotiating with Client and Product teams; wrote, reviewed & signed off on User Stories; updated the Customer Journey Maps, User Personas after feedback reviews.
- Trained and mentored team on issue diagnosis & resolution; facilitated Sprint Retrospectives focusing on system design errors, thereby improving deliverable quality by 25% & CSAT score by 15 basis points.
- Resolved ambiguous requirements mapping for 30 projects within 9 programs; conducted quantitative impact analysis for change requests, managed the change control process and owned traceability matrix.
- Formulated A/B tests for Vendor portal that improved conversion rate by 12% , built an intuitive user interface that reduced churn by 4% and led to decrease in customer acquisition costs for Walmart.
- Analyzed and documented end-to-end training needs of varied cross-functional and multi-cultural teams and presented the results to management; managed delivery of various knowledge/certificate programs.

Manhattan Associates – Bangalore, India

Nov 2011 – Aug 2014

Senior Technical Manager

- Spearheaded cross-functional, quality-control initiative and removed redundant content from across Manhattan products. Recaptured 800 GB of storage translating to \$40,000 in savings on cloud server.
- Analyzed technical framework of warehouse product and served as liaison between developers & product teams. Reconciled differences between client's expectations and team understanding of requirements.
- Helped in product growth by consistently addressing gaps in requirements, met and exceeded quarterly OKRs by focusing on backlog items that reduced churn and improved customer engagement by 35%.
- Introduced flexibility in the WM project schedule to accommodate known risks, created risk mitigation strategy for build or merge fails and used collaborative approach to working with stakeholders.
- Researched customer's Body of Knowledge and used data-driven analytics and KPIs to direct Pre-sales and Marketing on marketing collaterals, white papers, e-content and mobile marketing scripts.

Tata Consultancy Services – Concord, California & Chennai, India

Jan 2005 – Feb 2009

Assistant Systems Engineer

- Demonstrated astute & empathetic leadership executing projects for Bank of America; moved across coasts- from Concord to Dallas to Charlotte- & thrived in high-pressure, high-demands, critical schedules.
- Offered strategic direction and mentored 6-member team that provided 24/7 production and migration support for business-critical bank applications. The effort resulted in the reduction of application downtime to zero. Coached and trained this group to tackle any critical error with ease and aplomb.
- Aided in Resource Optimization by identifying latent, underutilized talent within the extended team and developed proposal to reallocate offshore talent that reduced staffing and project expenditures by \$28K.
- Recommended clients to invest in common maintenance framework for seamless integration between business and IT, effecting more than \$70K in infrastructure savings per month.
- Consulted with bank executives & led meetings across bank verticals to finalize Teradata requirements; analyzed legacy systems to forecast storage and performed qualitative health analysis of system data.
- Applied Lean Six Sigma principles and streamlined workflow for production systems. Weeded out resource wastage by paring call volume/routing which improved customer satisfaction increased by 40%.
- Influenced client managers to set up robust failover mechanisms to ensure data availability and security.

PERSONAL INTERESTS

Trekking in the Himalayas; Backpacking to offbeat places (Vietnam, Cambodia, Thailand); Amateur DSLR photography; Poetry & Creative Writing; French DELF A1 Diploma