**Name: Nishanth Rao**

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**Product Owner/Project Manager**

**PROFESSIONAL SUMMARY**

* 7+ years working in information technology/ Management, Experienced in Project Management, Release Management, Scrum Master, Service Transition, Continual Service Improvement on high-visibility projects in Audio/Visual and Health Services domains and well versed in establishing the core between the client requirements and project teams.
* Business strategist; plan and manage multimillion-dollar projects aligning business goals with technology solutions to drive process improvements, competitive advantage and bottom-line gains.
* Excellent communicator; well managed clients from different backgrounds and ethnicity and great understanding of IT, business and financial sectors of the market.
* Worked in agile and waterfall project management methodologies. Known for ability to produce high-quality deliverables that meet or exceed timeline and budgetary targets.
* Ability to conduct trainings and project implementations across multiple teams, trained roughly about 1500 candidates ranging from CEO’s to IT professionals.
* Experienced in SWOT, PESTEL, GAP analysis, Forecasting, Projections and implementations under new schemes projects in engagement of large magnitude.
* An expert in Incident, Change, Release Management and also experienced in setting KPIs, CSI plans, root cause analysis, quality audits, SLAs and reporting adhering to the service delivery standards. Well versed with the formal SharePoint, Communications Management, Risk Management.
* Managing new Requirements /changes and stakeholders (Business, technology and Architects) and planning corresponding releases for the requirement.
* Hands on experience in migrating traditional waterfall projects into Agile.
* Led initiative to introduce Scrum to corporate IT with over 40 members and provided coaching
* Worked with geo-distributed and cross-functional development teams
* Improved team productivity through relationship building, persuasive communication and problem solving
* Maintained focus on delivering innovative solutions using data-driven and metrics-based analytical techniques
* Part of BNI (Business Network International) Dubai for over a year.

**PROFESSIONAL EXPERIENCE**

**Product Owner**

**Euclid Elementz, Inc. Amneal Project August 2019 to Present**

**Responsibilities:**

* As Product Owner coordinating with Scrum Master and conducting agile ceremonies including Sprint planning, Retrospective, Backlog refinement session, Daily Stand-up and Business Demos and managing team dashboard in Rally & TFS scrum board.
* Conducting daily stand-up calls and managing team progress along with scrum Master in Rally Dashboard.
* Acquiring product knowledge from business stakeholders and product manager and converting into Epics, Features based on customer experience
* Supporting and educating agile team, especially with respect to grooming and maintaining the product backlog.
* Writing Epic, Feature and Story level description and acceptance criteria for the development team and help them to understand better during scrum cadence
* Helping team by joining daily scrum calls and answer their product questions and remove any blockers
* Managing Framework team which perform all digital enhancement as in-house projects.
* Supporting and educating the development team, especially with respect to grooming and maintaining the product backlog
* Provide guidelines to team as agile coach helping them to achieve their goals.
* Coordinating with external teams to make sure delivery scope not overlapped and aligned perfect to reduce the dependency.
* Conducting backlog refinement sessions and helping team to build enough product backlog and get status on dependency delivery for upcoming sprint.

**Business Analyst/Scrum Master**

**Euclid Elementz, Inc. (FedEx Project) March 2018 to July 2019**

**Responsibilities:**

* Coordinating the framework and other delivery team to make sure delivery scope not overlapped and aligned perfect to reduce the dependency.
* Coordinating with business and release management and help running BAT during Prod release checkout
* Coordinating with RTE and help to run PI planning ceremony with all agile development team and business.
* Create content (e.g. datasheets, videos), conduct webinars, and contribute to blogs that articulate the value of business Umbrella and help generate demand.
* Ensure cross-functional dependencies - including business, compliance & risk, legal, credit, technology, etc. as well as Commercial partners - are identified, tracked, and addressed.
* Provide subject matter expertise support to assist with planning and execution of several strategic growth initiatives for better logistics and shipping.
* Work with the UX on the design, creating mockups to improve customer experience.
* Completed major new product release of rebranding of the Digital channel UI while completing development work within projected budget on time.
* Evaluating business processes.
* Responsible for developing business and functional requirements, funding requests, market research, vendor reviews and product marketing and roll out.
* Work with cross functional team including digital channel, information technology, marketing, sales, implementations and client support along with third party vendors to successfully complete development testing and roll out of new or additive services.

**Product Owner**

**Granteq LLC – Dubai August 2014 to November 2017**

**Responsibilities:**

* Led requirements gathering sessions with business partners. Work with cross-functional teams to identify key business and regulatory requirements that address fulfillment, client service needs and overall customer satisfaction.
* Lowered the support calls rate from 42.34% to 1.84%, while improving customer satisfaction by tutorials.
* Improve metadata management tool and provide improvement recommendation on metadata management practice to the team
* Educated the teams on the importance of data dictionary and data governance.
* Work with the product owners to review issues in the sprint and address either during the product owner meeting or bring up to leadership at the Scrum of Scrum meeting.
* Comprehensive bug and backlog tracking system in SAP systems.
* One year of Data Preparation experience with PowerBI
* Removed impediments from SCRUM team.
* Partnered with learning & Development team to create and maintain product documentation.
* Establish product vision and roadmap.
* Grooming of the product backlog while providing prioritization of product development.
* Working closely with key stakeholders throughout the organization to ensure that the Product Owner's decisions align with the business' strategic goals.

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| Methodologies/Frameworks | Agile, SWOT, PESTAL, Value Chain Analytic Framework, Six Sigma, Kaizen. |
| Project Management  | SharePoint, Product Plan, Craft.io, JIRA |
| Language | “R”, SQL, HTML, C++ |
| Software/Tools | Power Bi, Microsoft Power apps, Enginius software, Proto.io, @RISK, Big Picture, Stat Tools, and BMC Remedy. |
| Business Modeling  | MS PowerPoint, MS excel, SAP Ariba, PERT Diagram, Prezi Next |

* Underwent Intensive boot camp over CSM and PMP training.
* Hold certificate in Advance Management and Behavioural physiology

**ACADEMIC QUALIFICATION**

**University of New Hampshire 2020**

* UNH- Peter T. Paul College of Business and Economics (Masters)

**Birla Institute of Technology and Science, Pilani – Dubai Campus ­­ 2014**

* Bachelor of Engineering