Mary Pallavi Angelo
Product Owner/UX Architect

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ABOUT ME

Experienced and skilled product owner with proven track record in leading complex projects to successful delivery. Strong experience with UX research, user journey and UX design.

PROFILE SUMMARY

- Certified Scrum Product Owner (**CSPO**) and HFI Certified User Analyst (CUA).
- Over 15 years' experience in designing **web** and **mobile** solutions for domains such as AI based procurement management application, Online banking solutions provided to one of the leading banking institutions.
- Product Owner for complex **applications** like Workforce management and Task management at leading software companies in the world
- Experienced in working with different **SDLC methodologies** – Waterfall and Agile (Scrum, Kanban) in a myriad of roles – **Product owner**, **Business Analyst**
- Hands-on experience with multiple issues and **project tracking tools** – JIRA, Azure, MS Office
- Extensive experience in User Experience which includes creating user flows, **user stories**, task flows, **interaction design and high-fidelity wireframes**.
- Expertise in several **requirement management tools** like MS Visio, Excel, PPT, Word and Paint.
- Expertise in building **high-fidelity wireframe** tools like Axure, Balsamiq, Just In Mind, Adobe XD, Sketch and InVision.
- Drove software implementation with a rich set of **application technology frameworks** – IBM WCS (WebSphere Commerce Suits), ExtJS, Sencha, Soap APIs, RESTful APIs; Databases like SQL server, NoSQL (OrientDB, MongoDB); data format objects like JSON, XML, etc.
- Working knowledge of SQL queries for data extraction
- Proven ability to prepare and present project proposals to internal stakeholders
- Skilled at **requirement elicitation** and hidden **requirement analysis**. Expertise translating requirements to the most cost-effective and pragmatic functional specifications for the IT development teams
- Strong testing skills –**user acceptance testing and Usability testing with end users.**
- Excellent communication and rapport with various teams – Customer executives, sales, presales, development, QA, support and technical writers; act as an enabler between business and technical stakeholders by mastering the nuances of each area.
- Ability to get things done – through soft skills, collaboration and **deep understanding** of the problem and solution.

TECHNICAL SKILLS

Skills Category	Technology	Years
Operating Systems	Windows, Unix, OS X	10+
SDLC	Waterfall, Agile, Iterative	10+
Database	MySQL	10+
Application Frameworks	IBM WCS (WebSphere Commerce Suits), Ext JS, .Net, Java, Angular JS, Google Cloud Platform	7+
Web Service Frameworks	SOAP, RESTful APIs, MicroServices	5+
Interaction Design tools	Axure, Balsamiq, Just In Mind, Adobe XD, Photoshop, Sketch and InVision.	6+
Requirements Management	JIRA, Word, Excel, Visio, UML, PPT, User Stories, Business Requirement Document, SRS, Functional Specification Document	7+
QA Management	Usability Testing, Manual, UAT, System Integration	6+
Project Management	JIRA, Azure, MS Office	5+

PROFESSIONAL EXPERIENCE

Associate Manager, UI/UX   2013 – 2019
Accenture Solutions Pvt. Ltd.

- Defined the UI integration process flows and user stories for **Online Retail Store** solution – a **JAVA and JavaScript solution** hosted on client Platform. Built in collaboration with IBM WCS solution to demonstrate intelligent shelf replenishment features.
- Defined the product enhancements and project scope for **Retail Task Management** solution – a web and mobile application for Corporate, Store Managers and Store Associates.
- Proactively analyzed the gaps between Web and Mobile versions and collaborated with the respective teams to synchronize the two versions.
- Single-handedly worked on a calculation tool to decide the UI integration transition between delivery centers requirements for Mattel toys.
- Conceptualized and presented key business solutions to Customer's executive management team. Presented process models and data models for production configuration.
- Presented **Sprint review demos** and planned sprint capacity for every iteration; facilitated other ceremonies like standup, and retrospective meetings.
- Reduced the support turn-around time and **improved development velocity** by creating a knowledge bank of known customer issues and their resolutions.
- Actively involved in **user analysis** by creating personas, assumptions or pain points, defining user journey, user stories, iterative prototyping from low fidelity to high fidelity.
- Helped customers and stakeholders to understand the analysis to design to development journey using **story boarding**.
- Presented reports of **usability testing** before signing off to development team.

Environment: JIRA, Azure, Visio, PPT, Axure, Just In Mind, Adobe XD, Photoshop JSON, CSV, SQL, ExtJS, .NET, Java, RESTful APIs, MicroServices, Angular JS, Scrum

Key Customers: Corporate clients.

Senior UI Consultant   2008 – 2013
Kieon Consultancy Pvt. Ltd.
- Actively involved with managers for **task analysis** and **task estimation**.
- Analyzing the user interface requirements and structuring the interface of the application.
- Identify and resolve project delaying **risks and issues** by working with cross functional teams.
- Reporting out **periodic progress** on project delivery and tracking to leadership
- Providing resolutions in a swift and effective manner in overall project delivery
- Ramp up the team, collaborate with other teams offshore as well as onshore and achieve goal to deliver project on time.
- Involve in **transition** between delivery centres
- Worked closely with client and internal cross functional teams to finalise scope of work and timelines
- Agreed and managed new enhancement to the scope of UI redesign and delivered within competitive timelines.

Environment: Visio, MS Office – Excel, Word, PPT, SQL, HTML, CSS, Photoshop .net, JAVA, CMS

Key Customers: The Balvenie, Platinum Guild International, Tetley, Qatar Airways

Multimedia Designer/Developer   2006-2008
Sanyog Interactive Pvt. Ltd.
- Designed and developed education web solution for kids aging 8-14.
- Actively involved in user analysis by creating personas, assumptions or pain points, defining user journey, user stories, iterative prototyping from low fidelity to high fidelity.
- Helped customers and stakeholders to understand the analysis to design to development journey using story boarding.
- Presented reports of usability testing before signing off to development team.
- Collaborated with the technical writers in developing **product documentation**.

Environment: Visio, MS Office – Excel, Word, PPT, SQL, HTML, CSS, Flash, Photoshop .net, JAVA, CMS

Key Customers: Activity India Pvt. Ltd. Krayon India Pvt. Ltd., Confident Group Pvt. Ltd.

Multimedia Designer/Developer   2003-2006

Openmind Pvt. Ltd.

- Designed and developed corporate presentations for Real Estate.
- Designed logos and letterheads for corporates

Environment: Paint, Power Point, MS Office – Excel, Word, Macromedia Flash, Director, Coral Draw, Photoshop

Key Customers: Activity India Pvt. Ltd. Krayon India Pvt. Ltd., Confident Group Pvt. Ltd.

EDUCATION

Certified Scrum Product Owner (CSPO)   2019

ScrumAlliance.org

Certified Usability Analyst   2015

HFI(Human Factor International)

B.A.(Honors) + M.A (Honors), Gujarat University   1998-2003