Praveen R

**Product Owner**

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Summary:

* Product owner with 11+ years of experience in Business Analysis.
* Experience in defining product roadmap, project management, liaise with business and technology, refining business processes and building enterprise applications.
* Poses strong written and interpersonal communication skills with the ability to work effectively with external clients, business stakeholders and cross functional supporting teams.
* Experience in motivating development teams with product vision in application and feature development.
* Extensive knowledge, expertise and involvement in various phases of Software Development Life Cycle (SDLC) in Waterfall, Scrum, Agile (Extreme Programming, Test-Driven Development).
* Establish cross functional communication channels for dependency analysis, release plans, UAT, business sign-off.
* Work with business stakeholders to translate requirements to user stories with functional & system specifications.
* Experience in defining product vision, roadmap, milestones and KPIs.
* Performed resource effort estimation, task allocation, and resource allocation, team building for project performance, team growth, and retention.
* Experience in product decision making, risks and change management.
* Generate reports on product defined KPIs and metrics to support business decisions.
* Skilled in needs assessment, strategic planning, business process engineering.
* Thorough understanding of preparation and use of Unified Modeling Language (UML) diagrams including Process Diagram, Activity Chart, Use Case Diagram, Sequence Diagram, Data Flow Diagram and ER Diagram using MS Visio and Rational Rose to support system design.
* Experienced in creating Statement of Work (SOW), Product Requirements Documents (PRD), RFP, Project Charter and procurement of hardware and software products and services.
* Proven capabilities in ad-hoc analysis, prioritization and streamlining documentation.
* Comprehensive understanding of the Organizational Framework that helps to map the AS-IS and TO-BE model using the GAP Analysis.
* Experienced in working with Three-Tier Architecture, Multi-Tier Architecture and Client-Side Verification and Server-side Verification.
* Continuous communication, influencing stakeholders including scope finalization, resource onboarding, weekly project review, risk escalation, steering committee review, and project dashboard communication.
* Experienced in black box testing, white box testing, regression testing, integration testing and UAT testing.
* Understanding of Datawarehouse architecture the tools used to perform the ETL process, data profiling, data mapping & migration.
* Competent in handling change request management, effectively implemented change by performing both business Impact analysis and technical impact analysis of the change on the scope of the project.
* Understanding of Google Analytics, Data warehousing concepts, Cloud and Service oriented architecture.
* Proficient in project management and analytical tools like JIRA, Excel and Microsoft Project.

TECHNICAL SKILLS:

|  |  |
| --- | --- |
| Operating Systems | Windows XP/Vista/7/10 Macintosh  |
| Modeling Tools | MS Visio, Mock-Up Screens |
| SDLC Methodologies | Waterfall, Waterfall-scrum hybrid, Scrum, Agile-Scrum, Agile |
| Business Skills  | Process Modeling, Change Management, GAP Analysis, Impact Analysis, SWOT Analysis, JAD Sessions, Project Scheduling |
| Data Warehousing | Data Modeling, Data Marts, OLTP, OLAP, Data Mining, Slicing/Dicing, Drill Up/ Drill Down, Pivot, Snow Flak Schema, Star Fish schema,  |
| Project Management Tools | MS Project, MS SharePoint Server |
| Requirement Management | JIRA, Rally, MS Office, Confluence, ClearQuest |
| Testing Tools  | HPQC, Documentum, HPALM, Selenium, Cucumber  |
| Methodology Tools | JIRA, HP ALM, RALLY |
| Databases | MySQL, Oracle, MS Access, MongoDb |
| Finance Tools | Thompson Reuters, Experian. |
| Languages | HTML, XML, SQL, Java |

PROFFESSIONAL EXPERIENCE:

**Amway, Ada, MI Aug 2018 – Present**

PRODUCT OWNER

SCOPE:

 The project included being global lead for integration and maintenance of Qualtrics and UpShot tool along with data analysis of the gather feedback on all of Amway’s digital products (Web sites and apps) and services. Working with multiple product teams (IOT, Hybris, Social etc) around the globe to understand users pain points at different journey points and to identify gaps in processes and resolve issues/ improve UI/UX of digital products.

* Taking lead on managing requirements from Product Owners of Multiple teams.
	+ Engaging the stakeholders to onboard and conducting brainstorming sessions to gather and refine the requirements.
	+ Prioritizing the requirements as per business needs.
	+ Write user stories and epics based on the requirements.
* Analyze the goals of the mobile apps and conduct studies of user behavior with respect to the app, integrate SDK to collect feedback and make enhancements to the app as per user needs.
* Analysis of data acquired to identify gaps and improve process/products.
* Manage Knowledge Management System from a business perspective.
	+ Creating Reports and Dashboards with different Analytics Views, Chart, Gauges, Column Selector, and View Selector for executive level view.
	+ Using the data to identify future enhancements on our digital products.
	+ Aligning and maintaining the data collected
* Direct several Product owner teams around the globe to manage/use data acquired through various solutions.
	+ Responsible for onboarding, interacting, and keeping all the stakeholders in loop about the project status.
	+ Training sessions to educate users on use of solution and remote help if required.
* Leverage Tealium tagging to inject solution JavaScript into website and control logic for display.
	+ Tealium tagging to render the solution easily on the website.
	+ Responsible for identifying and resolving issues with integration
	+ Custom design the way solution is represented to users through CSS scripts and automate functionality with JavaScript.
	+ CSS scripting to change layout, design, placement and entire look and feel as per the requirements.
	+ Testing the script and making enhancements to the design as required
* Once integration is complete, perform User Acceptance Testing prior to launch.
	+ UAT with a controlled group of users to identify issues.
	+ Debugging and fixing any issues found during UAT
	+ Configuring the conditional and reading Tealium data layer to render the solution.
* Responsible for providing monthly demos to management on the progress made and current project status.
* Working with procurement and Internal Risk assessment teams to identify gaps in solution and ensuring all the guidelines of privacy and security are followed.
* Working with Tableau team to create dashboarding capabilities to all the teams involved and management.

ENVIRONMENT:

 Lean-Agile, Scrum, MS office suit, Confluence, JIRA, Qualtrics, Upshot, SharePoint, JavaScript, CSS, HTML5, Hybris, Angular, Kony, Xamarin, React native, Tableau, Tealium.

**State Street, Boston, MA May 2017- July 2018**

PRODUCT OWNER

SCOPE:

*The project included laying down detailed scope and Integrated Platform for the Functional components, Monte Carlo Simulations, Portfolio VAR for Financial Modeling, Defined asset allocation and Portfolio models. Model Maintenance and Predefined Portfolio Models Business rule engine for Product and Portfolio recommendations.*

* Conveying the vision and goals at the beginning of every release and sprint.
* Ensured compliance with various compliance regulations such as Sarbanes-Oxley, Dodd-Frank, SEC 1, SEC 2, MiFID 1, MiFID 2, AML Act.
* Analyzed the Business Case for the Project to understand the business requirements and analyzed the business process along with prior documentation for complete understanding of the project.
* Assisted in GAP Analysis, Risk Analysis, COST-BENEFIT Analysis and Porter’s Five Forces to understand the AS-IS and TO-BE Process
* Held meetings with the Project Management, Portfolio Managers and Quant Analysts for analysis and Pre-Requisites for the Project.
* Conducted JAD Session at the beginning of the project to allow different stakeholders to communicate their perspectives with each other, resolve any issues and come to an agreement quickly.
* Created User Stories and helped in Planning Poker Sessions to estimate them in Backlog Grooming and Sprint Planning Meetings.
* Prioritized Product Backlog Items (PBIs) including the process of breaking down user stories using INVEST Criteria.
* Strong project management skills including project planning and organization, monitoring progress, objectives and results tracking.
* Acted as liaison between the Business Stakeholders and the Development teams.
* Used Seismic Enterprise Content Management (ECM) to provide information security, privacy & compliance across the platform with reduced risks and costs.
* Worked with the PMO in generating the Risk Management Plan, Quality Management Plan, Resource Calendar, Case Management along with Case Tracking.
* Used JIRA for allocating tasks, user story writing, backlog management, issue tracking, user story management and forward and backward requirement traceability.
* Created Spotfire Visualizations and dashboards using SpotFire Professional.

ENVIRONMENT:

Waterfall-Scrum Hybrid, MS Visio, MS-PROJECT, Mock-Up Screens, HPE ECM, MS Office Suite, JIRA 5.2, Confluence, Bloomberg B-Pipe, JAVA J2EE Framework, ECLIPSE IDE, JENKINS, MS-SharePoint, INFORMATICA, MS SQL Server, MS Project, SpotFire Professional, JavaScript, CSS, AJAX, HTML, Mobile application tool, AWS Redshift, IMPALA, SPARK SQL, HIVE QL, JETHRO, PRESTO, RABBITMQ, APACHE SPARK

**Mastercard, O’Fallon, Missouri Feb 2016-May 2017**

PRODUCT OWNER

SCOPE: Security Access Tracking System

*The system consists of encrypted RFID Tags and Readers controlled and managed by an easy to use software control panel. Personnel and VIP customers are provided with an encrypted Smart Tag allowing them entry and exit of secured zones. The software allows for real time control and tracking of personnel access, movements as well as automated daily and weekly logs.*

ROLES AND RESPONSIBILITIES:

* Worked closely with customers to gather requirements and to diagnose and resolve Mobile software defects.
* Responsible for conveying the vision and goals at the beginning of every release and sprint.
* Meetings with the Project Management, Portfolio Managers and Quant Analysts for analysis and Pre-Requisites for the Project.
* Coordinated with systems partners to finalize designs and formalize requirements Utilized Story.
* Liaison between the Development teams and the Business Stakeholders.
* Sizing and Planning Poker techniques as needed based on the length of the backlog and priorities
* Involved in scheduling and resource allocation for the project
* Involved in identifying the skill gaps, scheduling the training and maintaining the training calendar
* Identifying, specifying and prioritizing the product backlog using MOSCOW technique.
* Created and maintained product backlog.
* Forced ranked the user stories and features as per the business value
* Worked with the team to refine the definition of done and to define the acceptance criteria
* Provided user support and coordinated resolution of issues to include change management, root-cause analysis, and appropriate escalation as needed
* Collaborated project scheduling, social collaboration, shared mail boxes, and project related document storage using SharePoint
* Ensured that the Development team, based on the requirements, have completed the appropriate level of Test Planning along with Traceability back to the requirements to ensure complete coverage of the Production Release.

ENVIRONMENT:

Waterfall-Scrum Hybrid, C#, Operations Support System, Sail point Identity Now(IAM), MySQL, Documentum, RFID and NFC tag Class Libraries, Mobile Application, MS Visual Studio, Agile/ Scrum, Jira, SDLC, Visio, HP Quality Center, SQL Server, MS Office, MS Project

**VF Corp, Greensboro, NC Nov 2014-Feb 2016**

Sr. BUSINESS ANALYST

SCOPE:

*To automatically populate the commission split in the sales order as soon as the sales order has been approved and this commission split is transferred via custom programs till invoicing and the corresponding payment has been made to the partners. This helped save time and money and created operational efficiencies such as quality, service and speed in the Oracle E-Business Suite.*

RESPONSIBILITIES:

* Utilized agile scrum methodology for project delivery.
* Worked closely with the content workflow team and business group to identify gaps and collaboratively implement enhancements.
* Helped the Project Manager in creating project charter, project schedules, monitoring and tracking the progress, cost and performance against plan.
* Organized and conducted JAD sessions with different groups of users as well as one-on-one interviews with the stakeholders for requirements elicitation.
* Prepared detailed Business Requirement documents (BRD).
* Involved in gathering and documenting the requirements that were critical to the Business process and using those requirements to build User Stories, to be implemented in each Sprint.
* Assisted the Product Owner and the Scrum Development Team in grooming Product Backlog (User Stories).
* Conduct GAP Analysis of requirements between project phases and assess overall impact to project progress, assess project risks.
* Created Use Cases and activity diagrams using MS Visio.
* Helped estimate the work efforts and verify whether the estimates have been accurate or not, with the help of Subject Matter Experts (SMEs).
* Used UML notations for Object Oriented Design and Documentation.
* Development of data governance model and standards.
* Managed the inventory of the signoff artifacts on MS SharePoint 2013.
* Used Atlassian JIRA to keep track of the bugs/issues and also for defect tracking.

ENVIRONMENT:

Agile Methodology, Team Foundation Server, MS Visio, Atlassian JIRA, MS SharePoint, Oracle.

**Zappos, Shepherdsville, KY March 2013-Oct 2014**

Sr. BUSINESS ANALYST

SCOPE:

To continuously screen all trade chain partners to evaluate the risk level and ensure that can legally do business or allow them to have contact with your goods. The scope includes not only determining if you can legally do business with the existing, proposed or ad-hoc partners, but also, whether you can do business with that partner’s various partners.

RESPONSIBILITIES:

* Defined the scope and cost/benefit analysis.
* Conducted JAD sessions to allow different stakeholders to communicate their perspectives with each other, resolve any issues and come to an agreement quickly.
* Gathered Business Requirements, created Functional Requirements Document (FRD) and analyzed data/workflows using Use Case Templates.
* Utilized Rational Unified Process (RUP) to configure and develop process, standards, and procedures and create Business Requirement Document.
* Created Requirements Traceability Matrix (RTM) to trace the test cases back to the requirements.
* Followed the UML based methods by using Visio to create Use Cases, Activity Diagrams, Sequence Diagrams, and Collaboration Diagrams.
* Assisted the team in creating Mockup Screens and Wireframes for the overview of GUI.
* Used iterative process to conduct data analysis to find missing data fields in the application and customize them
* Implemented and used REST-Compliant Web Services with the help of WSDL and SOAP.
* Analyzed Business Requirements from Black Box testing perspective; reviewed Test Strategy, Traceability Matrices and Test Plans to ensure that test cases reflect user needs for the functional, performance, usability and security requirements.
* Involved in generation of test data inputs for both positive and negative data to enhance Recovery/ Fail-over testing.
* Used MS Word & Visio to document data flow of the AS IS process and TO BE process.

ENVIRONMENT:

Traditional Waterfall Methodology, Rational Unified Process (RUP), MS Project, MS Visio, Requirements Traceability Matrix (RTM), Wireframes, HPALM, UML, Web Services.

**FlipKart, Hyderabad, India Oct 2011-Feb 2013**

BUSINESS ANALYST

SCOPE:

*This project was to create an Order Tracking System for ordered goods for the e-commerce website.*

ROLES AND RESPONSIBILITIES:

* Worked with the Project Manager in defining the scope and requirements of the project.
* Defined business rules pertaining to Order Tracking System (OTS).
* Assisted in creation of Business Requirement Document (BRD) and Functional Requirement Document (FRD) and System Requirement Specification (SRS).
* Created UML diagrams (Structural, Behavioral and Interactive) and created Information Diagrams, Activity Diagrams and Process Flow Diagrams.
* Creating GUI mock-ups using MS Visio to understand UI and UX requirements.
* Was involved in dealing with Change Requests by performing Impact Analysis.
* Utilized MS Project to create Work Breakdown Structures (WBS), prioritized the tasks and to track the progress of the project and improve efficiency from time to time.
* Coordinated creation of Test Plans, Test Scripts, using HP QC tool.
* Facilitated User Acceptance Test (UAT) scripts and Requirements Traceability Matrix (RTM).

ENVIRONMENT: Waterfall Methodology, MS Office (MS Excel, MS Word, MS PowerPoint), MS Visio, MS Project, Mock-Up Screens, MySQL Server, UML, UAT Testing.

**SBI BANK, Bangalore, India July 2009-Sep 2011**

BUSINESS ANALYST

SCOPE:

*This project was to create Payment Verification and Processing System for existing and new customers using Credit or Debit cards*

ROLES AND RESPONSIBILITIES

* Interacted with the customers and internal stakeholders to gather user requirements and their expectations from the system to create BRD, FRD and SRS.
* Documented, prioritized, managed and facilitated estimation of User Stories.
* Formed a bridge between the Project Manager and different teams with effective presentations.
* Planned and organized team engagement activities to encourage self-organization among the team.
* Created UML Diagrams using Rational Rose.
* Assessed business priorities and advised business units by performing Risk Analysis.
* Participated in the development and preparation of the Test Plan, Test Scripts with the testing team as well as ensuring testability, reliability, usability, maintainability and performance of the application.
* Tracked and reported timely performance against plans and forecast analyzed gaps and recommended corrective measures to improve productivity Involved in analyzing Business Requirements and developing System Specifications.
* Involved in incident reporting and change management procedures using Clear Case.
* Managed test cases and logged defects using HP QC tool.
* Maintained and shared documents using MS SharePoint.

ENVIRONMENT:

Agile, Rational Requisite Pro, Rational Rose, HP QC, MS Project, MS Visio, MySQL Server, SharePoint, MS Office (MS Excel, MS Word, MS PowerPoint).