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| A Certified Scrum Product Owner™ (CSPO®) having over 5+ years of IT experience with a merit of executing projects of large magnitude within strict time schedules, targeting assignments in Product Ownership for Cloud based Contact Center, BFSI, E-commerce and retail industries along with software development.  Handled pre-sales activities for pharmaceutical clients as a part of the Business Solutions & Consulting group. Employers would be gaining an individual with proven abilities in all elements of Product Ownership utilizing strong leadership skills to drive forward and deliver solutions, through effective management of scope and business requirements to ensure cost, time and quality objectives being met. | | | |
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| Management skillS Stakeholder Management, Requirement elicitation, Pre-Sales, Agile Framework, Scrum, Release planning, Backlog Management, User stories, Sprint Grooming, BDD, TDD TECHNical SKILLS Functional Specification Document in Confluence, Process Flows, Backlog Management in JIRA, Functional & Regression Testing, Feature & Story Testing, Java, Spring, Hibernate, Jquery, HTML CSS, SQL, PostgreSQL, Oracle, AWS, MS Office, CRM, ERP , Java , spring MVC ,GIT ,SVN. CERTIFICATIONS **Professional Scrum Product Owner**  **Certified Core Java Programmer** Education **B. Tech, Computer Science & Engineering** (2014) |  |  | KEY Strengths **Stakeholder Engagement:** Proven ability to rapidly develop and maintain strategic relationships with key internal and external stakeholders, in addition to driving forward the gaining of support for new solutions and technologies.  **Product Ownership:** Successfully delivered over 3 full life cycle projects. Projects delivered include Supervision Module, Mortgage & Retail application.  **Product Vision:** Experience in defining and delivering large scale products by preparing initial scoping & solutioning for a release, handling expectation management of the clients as well as the scrum teams capacity to deliver a high business value feature, driving efficiencies within the scrum team. **Current Role** Product Owner **for Odigo at GLOBAL LOGIC**  **Noida , India ▪ Aug 2017 to Present**  Odigo is a modular CCaaS platform targeted towards customer care, sales, and service desk processes for end users, company employees, and citizens in the public sector. With more than 350 clients in 17 countries, Odigo handles around 3bn interactions per year, including voice, messaging, email, video chats, social media messages, SMS, and IoT transactions. Odigo partnered with GL & I was involved in the initial on-boarding stage. Played a key role in the transitioning of the entire product from Capgemini to GL. As a Product Owner for Odigo I am primarily  handling their outbound interactions through an application that allows to do all the configurations needed. This is coupled along with partnering with other modules to build a complete Outbound solution.  ***Key Responsibilities:***   * Streamlined the Agile ceremonies & documentations to be done which is now being followed by the entire Lab across all modules. * Work with the senior stakeholders (upto Product manager & Global Product Owner level), identify business requirements to support the design, build and evaluation of the end product. * Work with Design UX & UI teams. * Prepare a release plan after brainstorming each feature. * Perform initial solutioning for all the planned features, coupled along with recommendations to the client. * Cross team API development strategizing & identifying dependencies. * Prioritization of the features in the product backlog basis teams efficiencies & velocity for the release/sprint. * Create a Sprint backlog for the team and conduct grooming sessions. * Responsible for creating acceptance criteria and manage accountability. * Driving efficiencies in the scrum time at the right time. * Conduct Sprint reviews/demo with business stakeholders. * Conduct System demos across Odigo. * Test cases review with Dev and System QA's. * Manage feature dependencies by collaborating with scrum teams across Odigo. * Perform testing on features across applications to ensure high quality feature. * Effective documentation of features and release/ sprint plans on Confluence. * Awarded twice for the excellence delivered. | |

# PROFEssional Experience

Technical BUSINESS ANALYST **at Melco Resorts, at Tata Consultancy Services Noida, India**

**▪ Feb 2016 to Aug 2017**

Mel co-Resorts entertainment is a developer, owner, an operator of casino gaming and entertainment casino  
 resort facilities in Asia..

I worked as a proactive performer during the transition phase of the product- taking handover of applications and explaining to developers stretched across multiple teams.

***Key Responsibilities:***

* Handling smooth and effective transitioning of the product via collaboration with the clients.
* Played a key role in chalking out an effective documentation plan for the transition including user manuals.
* Define user stories from gathered requirements, produce functional specification and creating acceptance criteria for the same adhering to decide use-cases for a product.
* Work with On/Offshore Development and testing team to deliver solutions as per Delivery Director.
* Create Design Flow Diagram documents to capture and communicate the agreed solution framework.
* Managing and coordinating code release activities.
* Involved in development of several daily/ weekly reports and meetings in the project.
* Awarded for exceptional performance during the transition phase of the product.
* Created mockups for the UI of the new MCM Web application.
* Document all understandings in Business/ Functional Specification Documents.
* Development of Web Application based on existing desktop application and up-gradation based on requirements.
* Developed modules as per the new functionalities added to the existing module.
* Following agile ceremonies and manage tasks in JIRA.

SYSTEM ENGINEER **for CALM -Ports & Cargo (A shipping domain) at Tata Consultancy Services LTD.**

**Hyderabad, India ▪ AUG 2014 to Feb 2016**

CALM - Cargo Logistics Management System is CMC's product in the area of cargo terminal operating system. This application software integrates all the core functions of a terminal vessel operations such as registration, berthing and pilot age, general and dry cargo operations like load, discharge, internal movements and delivery, tracking of cargo, stuffing and de-stuffing of cargo and related invoicing.

CALM software helps ports in warehouse management, cargo inventory control, timely and accurate cargo  
accounting and automatic invoice generation. CALM also features a very effective and easier EIS reporting  
and EDI messaging facilities. CMC's Cargo Logistics Management System (CALM) computerizes the bulk  
(dry and liquid) and break-bulk operations of a cargo terminal.

***Key Responsibilities:***

* As a system engineer , Worked as a Development team member of Operations and Ship Module of C.A .L.M
* Development new screens, changing features in existing screens.
* Involved in fixing of bugs if any faced by testing team and user.
* Involved in writing SQL queries to generate operational reports using ireports(jasper tool).
* Document all understandings in Business/ Functional Specification Documents.
* Following agile ceremonies and manage tasks in JIRA.

***Skills:***

Technical Skills : Java ,SQL, Spring MVC

Other Skills : Jira ,SVN Jasper Reports.