**Bhargav Bonu** 

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Product evangelist with years of experience in managing, building and delivering products with diverse expertise across multiple industry domains such as Digital IT, HealthCare Insurance, Banking/Finance/Fin-tech services and Education with a focus on lean agile, customer-centric UX designs and product utilization strategy

**EDUCATION:**

University of Massachusetts, Boston (UMass Boston) – Boston, MA, USA Sept 2013 - Dec 2015

**Master of Science in Information Technology (MS IT) | GPA: 3.8 |**

**&**

**Master of Business Administration (MBA) in Operations & Strategy | GPA: 3.7 |**

**TECHNICAL SKILLS:**

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| **CERTIFICATIONS** | Professional Scrum Product Owner I, Professional Scrum Master I |
| **METHODOLOGIES** | Agile (SCRUM), Waterfall, SAFe |
| **MANAGEMENT TOOLS** | Jira, Confluence, SharePoint, MS Office, Rally, HPSM/HPALM |
| **OTHER PROFICIENCIES** | API (REST, SOAP), SQL, JSON Design, YAML, Docker, CI/CD (Jenkins), DevOps, SDLC Models, Git, Swagger, UX, Splunk, Tableau, Visio, Kafka, Invision and Just-In-Mind prototyping etc. |

**PROFESSIONAL EXPERIENCE**

AMERICAN EXPRESS, Phoenix, AZ

**Technical Product Owner/Business Consultant** March 2019 - Present

* Delivered SaaS-based consumer products to provide payment capabilities for global users to revolve their eligible transactions over time with flexible payment options that help manage cash flow or purchases
* Evaluated complex business needs for products such as Credit-Line-Management, KYC (Know Your Customer), Point-Of-Sale (POS), Communication systems (Chatbot, E-mail, Phone) while addressing strategic business transformations with alignment across multiple enterprise teams globally
* Owned the design and documentation of the APIs (REST) with technical specifications to facilitate API Integrations with minute details such as authorizations, data structure, data type, data mapping, volume, mandatory vs optional fields, use cases testing along with OKRs - scalability, reliability and performance
* Advocated as a technical liaison and presented complex content to both technical and non-technical stakeholders - Product Managers, Architects, UX Designers & Developers to drive product development
* Promoted product capabilities to customers via demos, release notes, technical system functionality guides by acting as a ‘Subject-Matter-Expertise’ in detailing product functional behavior
* Leveraged agile tools for data analysis in identifying underlying patterns, inefficiencies, and discrepancies across products and for providing insights to drive efficiency and opportunities for improvement
* Participated and assisted in end-to-end product testing to drive solutions proactively for anticipated issues or other test findings and communicated the measured results against stated OKR metrics effectively
* Led and presented complex large-scale technical system efforts and conducts inspections of required documents to translate the business rules and data validation rules into business process flows into activity diagrams, sequence diagrams and use cases along with quality reviews

QSSI INC *(Client:* ***CMS****)*, Baltimore, MD

**Technical Product Owner/Sr. Business Analyst** April 2018 – Feb 2019

* Led internal and external product teams on strategic product roadmap definition that includes team’s short and mid-term goals in building Web/Micro services (APIs) as solutions
* Worked with scrum teams and other stakeholders to ensure the Product Backlog reflects business, functional and technical requirements are in line with business objectives by participating in scrum events (we follow Agile Methodology Scrum/SAFe)
* Articulated detailed requirements and conducted sessions to groom user stories with acceptance criteria against features by effectively managing, prioritizing multiple tasks while accommodating timelines
* Created sequence diagrams and workflows of SaaS applications such as Okta – Identity Access Management and demonstrated the product flow in terms of end user’s perspective
* Responsible for eliciting requirements for REST/SOAP services and validate the same to ensure seamless connectivity with third party services such Okta IAM, Google geolocation mapping services and other vendors - Trusted Data Sources such as DHS, IRS, SSA, EQUIFAX, Symantec, Experian
* Provided support in migrating applications from IBM environment to AWS via gap analysis, identifying technical requirements in terms of HA, Horizontal Scaling, IAM roles, AWS services ensuring alignment across technical and business goals of creating a resilient and scalable environment

CVS Health, Pittsburgh, PA

**Sr. Business Analyst** Jun 2016 – March 2018

* Performed gap analysis to identify issues across different applications and processes pertaining to eligibility and enrollment data in terms of patients onboarding, day-to-day transactions to downstream applications that handle PBM processes.
* Assisted in analyzing, developing and implementing customer centric mobile engagement strategies to focus on personalization with new digital capabilities of mobile e-commerce (offering texts to remind medications, automated refill recommendations, daily dosage reminders, etc.)
* Drove my team’s efforts in delivering engaging features that empowered customers in achieving the task, reduced call volume by 5% and increased digital user base by 10%

**Business Analyst, Manager** - *Savvy Projects Pvt. Ltd.,* India March 2011– Aug 2013

* Managed planning and implementation of key strategic implementation projects for the organization through well-established PO processes to maintain all project deliverables and responsibilities, including project scheduling, risk management, change management, issue management and status reporting
* Directly interfaced with clients/vendors and increased project revenue by $1M through upselling to existing clients, implementing an efficient bidding system, improving inventory control processes, and managing client and stakeholder relationships.
* Developed feedback loop system on issues, feedbacks and pain points by participating in discussions and listening to customers from multiple channels that helped provide real solutions to users

**Business Systems Analyst** – *IL & FS Engineering Ltd.,* India Aug 2008– Feb 2011

* Accountable for implementing changes; creating, maintaining and reviewing appropriate quality metrics and helped continually optimize and improve process adoption
* Acted as customer advocate by collaborating with stakeholders, negotiated solutions based on the analysis on “need” vs “want” and priority via structured ownership style
* Delivered projects and owned documentation of requirements, features in the form of FRDs, BRDs, use case diagrams, etc.,