Pooja Bhatia

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Project Management, CSPO, Building AI/ML products

SUMMARY

11+ years of experience, including 8 years of progressive roles in the Agile/Scrum, SDLC are blend of analytical skill, Data Analytics & management capabilities. Innate talent for leveraging technology and automation to eliminate inefficiencies and optimize use of available information. Excellent knowledge of Product development, Virtual team handling, Prioritization, continuous product improvements, deployment and ops. Translating **proposed digital strategies into actionable plans** with clear owners, timing, key milestones and deliverable. Understand the product's current and evolving business goals and translate them into a **scalable Product Vision.**

Current Employer

Sr. Manager–EXL Services (October 2021– till date)

Owning the discussion with Sales team for doing the POCs, discovery, End to end development & delivery of solution(B2B, B2C Onshore Clients- USA,UK)

Project Description: Digital strategy for the automation of business process using RPA, AI-ML solution in clients ERP, Customer dashboard for Robot's Performance, Handling of customers request using Chat bot.

Key Result Areas:

- Leading End-to-End Program/Product Management (Business, Strategy, Change, GTM) - (Scrum)
- Plan and deliver all the End-to-End Project /Product Plan from PIF (Project Initiation forum) till deployment.
- **Leading Product / Program Requirement** Grooming meeting with Architects, development team, QA, Customer Experience
- Orchestrated strategic planning sessions with Engineering Project/Product teams, resulting in a streamlined development process that **accelerated feature delivery by 20% and leading to 25% reduction in backlog.**
- Managing Change Requests can be (Business/ Technical) and taking actions accordingly.
- Spearheaded project planning and collaboration efforts by initiating meetings with key stakeholders including cross-functional team of System Engineers, Testers and Client Solution Managers, to holistically analyze and define project flow and architecture, promoting clarity and alignment on requirements for seamless execution mapping with budget and resources.
- Leading discussions on Upcoming New Products and Programs that to be targeted, brainstorming on them, understanding its market and customer impact / need.
- **Managing Internal and External Dependency** mapping them with Epics, User Stories, and Test Management Plan.
- Executed wireframe diagram for mapping product/program, highlighting the impact on code, testing, and support.
- Strategically analyzed upstream and downstream application dependencies and API integration, ensuring seamless functionality.
- Verifying UI/UX Design with designer and product, Dev Signature / Contract verified with team.

Tools

- Visualization Tools- Power BI, Tableau
- Jira, Rally, AHA
- Confluence, Flow dock, Share point
- Agile/Scrum, Waterfall
- MS VISIO, Balsamiq, Figma, Canva
- MS-SQL, Rest APIs

Domains

- Healthcare, Transport & Logistics, Utility, Agriculture, Retail, BFSI, HR/Payroll

Certifications

- Certified Scrum Product Owner from Scrum Alliance
- Certified into Data Science using Python, AI-ML, Deep Learning
- Certified RPA Business Analyst from UI Path
- Certified RPA Business Analyst, Program Manager from Automation Anywhere

Awards & Recognition

- Star Performer Award with EXL
- Received Bravo Award from Optum Global Solutions
- Performance Award on the Successful Delivery of UMANG Project with Spice Digital.

- Led cross-functional teams in effectively baseline user stories, EPICS, and dependencies, resulting in a 25% increase in project velocity and streamlined product development lifecycle.
- Managing cost estimates and regular reporting on project fees.

Leading Operations – (Scrum)
- To mitigate customer experience issues occurs in production.
- Leading operational discussion and meetings with Analytics and Customer Experience
- Verifying agile-scrum practices are being followed, RCA for issues, proactively managing the project risks, involved in design and delivery of progress metrics.

Tools used.
- Jira, Confluence, Figma, Gantt chart, Bar chart, Network Diagram, SQL, Excel, Scrum-Agile, Scrum ceremonies, CI/CD, UML.

Previous Employers

Product Owner –UnitedHealth Group (Nov 2018 –Oct 2021)

Owning the discovery, development and delivery of automation based solutions(B2B Onshore Teams)

Project Description: Automated claim verification business process using RPA in existing product

Key Result areas-
- Proficient in understanding stakeholder requirements & expert in translating them into various documentation deliverables such as functional specifications, use case diagrams, workflow process diagrams, data flow/ data model diagrams using VISIO.
- Managing delivery via agile methodologies, define & prioritize the backlog, conducted Scrum Ceremonies (Sprint demo, Sprint planning, Stand-up).
- Responsible for the delivery of the process, managing delivery matrices, project update in JIRA and communicated the progress to senior management through 'Burndown Charts'.
- Change process includes communication of flow, implementation of change, risk mitigation and adoption stage.
- Worked on Solution Design Document (SDD and contributing on Design of Bots using UI-Path).
- Reduced 100+ FTE (Full Time Employee) of operational costs by implementing multiple bots.
- Maintained UAT, Test Scenarios, Requirement Traceability Matrix (RTM) in collaboration with QAs.
- Reduced manual verification of claim process which is safe & secure by 40%, data analysis using SQL, Tableau.

Product Manager– Spice Digital Limited (Nov 2017- Oct 2018)

Owning the service discovery, services deployment on UMANG platform(Govt. of India)

Project Description: Implement various G2C services in a product as a part of digital transformation

Key Result Areas:
- Perform user story mapping exercise to define initial backlog and estimate feature complexity
- Cut out minimum viable product (MVP) from the initial backlog
- Define definition of done (**DoD**) and definition of ready (**DoR**) for the product
- Manage product backlog and conduct grooming sessions with the development team
- Prioritize the flow of work for the development teams by overseeing the sequencing of the program backlog
- Conduct and participate in scrum events (planning, daily stand-up, review and retrospective)

- Report the status of platform development progress to senior IT and business leaders
- Facilitating governance committees consisting of both business and IT leaders tasked with resolving conflicts over the prioritization and timing of the development of platform features.
- Lead the User Experience & product design function through the customer use cases, personas, UI/UX.
- Create training material to mature the organization's domain quotient, ensuring improvement in quality, value delivery
- Led a team of Bharat BPO and trained over 200+ resources

Product Analyst- Nagarjuna Fertilizers and Chemicals Ltd, New Delhi (July 2016-Nov 2017)

Responsible for contributing towards the development of products through collaboration and executing project (B2C Govt. of India).

Project Description: Training Delivery and creation of e-NAM Portal.

Key Result Areas:

- Work towards creation of multi-level certification program on **e-NAM** Trading Platform
- Develop relationships and collaborate with officials of Ministry of Agriculture, GOI to deliver insights that support product development activities and service delivery to clients.
- Responsible for the Product Planning, Product Roadmap, Product promotion of web portal and mobile app, reporting using backend data (SQL) and data analysis.

Manager(Systems)– Iffco Kisan Sanchar Ltd, New Delhi (Sept 2012- June 2016)

Responsible for digital transformation and solution development and executing client engagement.(B2B IFFCO, Airtel)

Project Description: Involved in overall design, development, Testing, Maintenance of Agriculture Portal, ERP system, Bio Metric Attendance System.

Key Result Areas:

- Understanding the requirements from internal customers including HR, Finance team on building the workflows in ERP system.
- Perform **Gap Analysis** between **standards** and existing proprietary formats of the Client
- Designed the **process workflow** to support new standards
- Identify **Technical debt** and ways to reduce them
- Worked as an Application Developer for the development of HR related reports like Attrition Report, Daily Employee punch Report etc. using Dot Net, C# and SQL.
- Responsible for gathering the requirements, planning, launching and development of the Agri. Portal features both on Mobile & Website.
- Worked on the product promotion schemes like Referral Bonus.
- Worked on the data analysis using MS-SQL, Google Analytics.
- Handled the customer feedbacks available on Google Play store, Twitter and worked on the prioritizing the same.

EDUCATION

- **M.Tech B.I.T.S Pilani 2017**
- **MCA from GGGSIPU, Delhi 2010**
- **BCA from GGSIPU, Delhi 2007**