**Pawankumar Sharma**

**Global Fulfillment and Logistics Product Owner - NIKE**

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**Address: 3063 NE Overlook Dr. Apt 626, Hillsboro, OR**

* **Double Masters and PhD: MS in MIS** (Master of Management Information System) **& MS in ISS** (Master of Information Systems Security). Currently on dissertation for **PhD in Information Technology with emphasis on Artificial Intelligence (AI).**
* Overall, 10 years work experience in Information Technology at different levels and different functions like **Product Owner, Business System Analysis, Project Management, System Analysis and Data Analysis.**
* Won **International Tech Student of the Year -2014 award from AIM Institute** (the largest non-profit in Midwest) for technology and innovation that saved the organization **600 hours per year**.
* Currently working at the **NIKE** headquarters in Beaverton as **Product Owner** for **Global Fulfillment and Logistics.**
* Strong working knowledge of domains like **Retail, Commercial Banking, Finance, Mortgage, HealthCare, Telecommunications, Online Social** and **Digital Media Marketing** with the aptitude to work independently and in teams to meet business deliverables with a result-oriented approach.
* Worked closely with **product management, stakeholders, and architects** in collaboration to define and prioritize features and stories to ensure alignment with customer and program needs for partners and **global stakeholders** to meet defined milestones, delivery dates. Influence external teams’ roadmaps to execute on the product vision.
* **7 years of experience** as **Product Owner, Sr. Business Analyst** **and Project Manager** (Product development, Market Research, Product Vision), modeling, prototyping, workflow designing and be accountable for **product delivery** in line with the **roadmap and committed delivery dates.**

**EDUCATION:**

**Doctor of Philosophy in Information Technology (PhD - IT) GPA 3.75**

University of the Cumberlands, Kentucky – Ongoing

**Master of Information Systems Security (MS- ISS) GPA 3.74**

University of the Cumberlands, Kentucky – May 2020

**Master of Management Information Systems (MS-MIS) GPA 3.4**

University of Nebraska at Omaha – May 2015

**Bachelor’s Degree in Information Technology**

University of Mumbai – Dec 2008

**Associate Degree in Computer Technology**

University of Mumbai – July 2004

**TECHNICAL SKILLS:**

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| --- | --- |
| **Tools** | Jira, Confluence, Microsoft VISIO, CRM, Azure, Visual Basic, I-rise, MS Project, TFS, Microsoft Dynamics 365, SQL Plus, PL/SQL Developer PVCS-Version manager, Micro strategy, Salesforce, Share Point, WEKA, Erwin, SPSS, SSIS, Visio, NetBeans, Eclipse, Putty, Trello, Yodiz (Agile project management tool), Qlik |
| **Data Modeling** | Physical Modeling, Logical Modeling, Relational Modeling, Dimensional Modeling (Star Schema, Snowflake, Fact, Dimensions), Entities, Attributes, Cardinality, ER Diagrams. |
| **Methodologies** | Agile, Waterfall, UML, SDLC, SCRUM, RAD, JAD |
| **Languages** | SQL, PL/SQL, C, Unix Shell Script, Visual Basic, Java, C# |
| **Web Technologies** | HTML, XML, Java Script |
| **Operating Systems** | Windows, UNIX, MS-DOS and Linux |

**PROFESSIONAL EXPERIENCE:**

# Product Owner : Global Fulfillment and Logistics March 2020 - Present

**NIKE, Portland, OR (Employer - GowraTECH, LLC. , NY)**

* Strong understanding and expertise in key areas of retail finance and technology, Digital - Consumer Data/Journey, Order Management, Fulfillment and Cancellation, IBM Sterling order management system, Distributed Order Management systems (DOMS) and warehouses for partners and customers in China, Russia, Mexico, Japan, Europe, North America and other geos.
* Develop and communicate a long-term vision and implementation plans for the short-term / long-term strategies to leadership and stakeholders related to all digital orders from NIKE.com, NIKE app and any other third-party digital platforms.
* Specify the product vision and roadmap as well as user stories considering the value for the consumer and the company as well as its role and impact on the NIKE digital ecosystem.
* Be accountable for product delivery in line with the roadmap and committed delivery dates. Identify and solve dependencies with other product owners to ensure efficient delivery.
* Prioritize the items in your product backlog. Specify the definition-of-done in cooperation with the product team. Own the refinement of your product backlog to ensure that the product team is delivering the right enhancements to drive consumer and business value. Provide acceptance for delivered backlog items by the team, in line with the definition-of-done.

# Product Owner : Point of Sale Transactions Oct 2019- Dec 2019

**Columbia Sportswear Company, Portland, OR (Employer – Metis Software Solutions, LLC. , New Jersey)**

* Conversion of legacy systems to Microsoft Dynamics 365 for Columbia’s retail sales transactions with the help of third-party applications like Storeforce, Retail Stores Management, Merchandising and ,Loyalty Management applications.
* Work closely with product and service vendors including global outsourced teams for project delivery
* Conduct detailed functional impact assessment and analysis for bug fixes and new application features/enhancements for order management.
* Maintain product and feature roadmap for in-scope applications and coordinate with technical release teams.
* Full life cycle implementation (requirements gathering, process design, configuration, functional design, testing, conversion, and deployment) of Store Operations systems.

**Product Owner : Enterprise Data and Architecture Feb 2019 – Sep 2019**

**NIKE, Portland, OR (Employer – Metis Software Solutions, LLC. , New Jersey)**

* Write, drive, and prioritize thoughtful and detailed functional specifications for data ingestion, data cleansing, data quality, analytic processing, BI and data science, use cases then drive them via an Agile development methodology.
* Being a subject matter authority across the entire Nike Enterprise data & analytics landscape, enabling the data and analytics for Finance and HR operations.
* Works with data engineers, data scientists and data product managers on optimal data structures for efficiency of analysis. Creates logical and physical data models.
* Supports and troubleshoots issues (process & system), identify root cause, and proactively recommend sustainable corrective actions.
* Writes detailed technical specifications describing requirements for data movement, transformation, storage, quality checks, and access latency.

**Senior Business Analyst Aug 2018- Dec 2018**

**AmeriHealth Caritas, Philadelphia, PA (Employer – Metis Software Solutions, LLC. , New Jersey)**

* Conducted interviews, live meetings and JAD sessions with business users and Subject Matter Experts (SME’s) to understand the as-Is system and gather requirements for the To-Be system related to Consent Management for HIPAA form authorization by patients.
* Did Presentations for Stakeholders explain the gaps in the system and how the changes would affect different modules w.r.t. Medicare.
* Performed Gap analysis to understand the best way of incorporating the changes in the system with respect to POS.
* Worked on HIPAA EDI transactions such as 835(medical claim payments), 837(medical claims), 276(claim status), 277(claim status response), 278(Health care service review information), 270(eligibility inquiry), 271 (eligibility response).
* Performed Impact analysis for readiness of ICD-10 conversion.
* Produced Gap Analysis documents for HIPAA 5010 and ICD-10.

**Senior Business Services Analyst May 2017 – June 2018**

**Fulton Financial Corporation, Lancaster, PA (Employer – Metis Software Solutions, LLC. , New Jersey)**

* Worked primarily for Cash Management functions such as: Payments (Domestic &amp; International) , ACH, Wires, Transfers, RTP, Bill Pay, Payments Services, Positive Pay, Reverse Pay, Stop Pay, Collaboration, Alerts/Messaging/Chat, Security and Fraud prevention, Information reporting/Reports, Online, Mobile and Host to Host Channels, Mobile App o API Banking.
* Worked closely with business stakeholders, Cash Management at Fulton in launching online digital platform for commercial banking consumers called BOSS (Business Online Service Solution) with the vendor, Bottomline Technologies.
* Supervised IT-QA work related to BOSS testing, debugging, vendor hotfixes, troubleshooting with HP-ALM among IT-QA members.
* Assisted with the planning and program implementation efforts of the Current Expected Credit Loss (CECL) accounting model with Credit Department at Fulton across the commercial bank, mortgage, insurance, and broker dealer subsidiaries at Fulton Financial Corporation.
* Coordinated across several key resources throughout the organization, including Credit, Accounting, Risk, Treasury, and IT for business requirements gathering and data mapping.

**Senior Business Analyst Sep 2016 – Feb 2017**

**Mortgage Connect, Pittsburgh, PA (Employer – Metis Software Solutions, LLC. , New Jersey)**

* Conducted requirement analysis and brainstorming session with business users for Loan origination process, Vendor Management, REO, Disbursement, Title Operations and Closing.
* Worked as a liaison communication with Business Stakeholders and Product development team.
* Documented and facilitated Business Process Analysis and Design for as - Is and To-Be wireframes/swimlanes using MS-Visio by drawing swimlanes and use case diagrams.
* Agile development methodology coupled with File Transfer Server (FTS) used for documenting user stories and allotting time to resources for development.
* Reviewed and edited requirements, specifications, business processes and recommendations related to proposed solution.
* Developed functional specifications and system design specifications for client engagements.

**Business Analyst II Feb 2015- May 2016**

**Employer - CSG International, Omaha, NE**

* Creating user acceptance test plans, managing QA issues, assessing impact, collecting analyzing data, establishing facts and drawing conclusions.
* Writing T- SQL queries using SQL Server Management Studio, creating, updating tables, audit deliverables, information gathering and preparing feasibility studies, developing prototypes, creating user stories.
* Identifying, analyzing and reporting millions of subscriber information in databases that performed routine audit and validation on payments made and received along with updating subscriber information.
* Wrapped up the technical documentation for integration points such as subscriber data, stored data and pricing of package plans. Cleaning of user story backlog and updating the project timelines and scope.
* Performed the Audit and validation of database reports in order to analyze the database/tables/fields being used by Business Group for reporting purposes.

**Systems Analyst – Intern May 2014-Nov 2014**

**Employer - CSG International, Omaha, NE**

* Assisted CSG in Disaster Recovery process during the yearly BCP (Business Continuity Plan) exercise and converted a complex manual system to a fully computerized system in just 10 weeks.
* Wrote more than 900 SQL queries using BMC ADDM (Atrium Discovery and Dependency Mapping) software over a period of 3 months to recover the servers during Disaster Management and Recovery Exercise.
* Created a data dictionary to match 3600 fields for Sunguard Availability services who were vendors for CSG since they were using HP ADDM software instead of the BMC ADDM software.
* Collaborated with 6 different CSG teams and Sunguard Availability services, the vendor, to put the computerized system in place and meet the timelines of the BCP exercise as per the project plan for BCP.
* After this process has been completed, CSG now has a way to easily track and convey changes in the production environment to the DR vendor, Sunguard Availability Services.
* Prior to this project, manually populated spreadsheets were used to send information to Sunguard to describe the production environments.
* The new process will save 600 hours per year eliminating the manual data entry process.
* Won “**International Tech Student of the Year**” from AIM Foundation for path-breaking work and innovation in 2014

**Project Manager Feb 2012-Feb 2013**

**Employer – Mirum (Formerly Social Wavelength) , Mumbai , India**

* Worked on agile project plans related to Reliance Communications, Reliance - Google Android Partnership for Android related services in India, leads and manage complex projects, including needs assessment, resource planning, and scheduling, business analysis and resource management.
* Worked closely with project stakeholders, SME &amp; staff to understand requirements and specifications for new applications along with re-engineering the existing application.
* Expert in Data quality Management, Data profiling, Data Cleansing, Data Integrity, Deference Data, Data Security and Data Mapping Documents.
* Strong writing skills in preparing business requirements documents requirements specifications (SRS) and technical design document (TDD) and defining project plans then translating business requirements/user expectations into detailed specifications like Use case diagrams, flow charts, activity diagrams, sequence diagrams), use case document, test plans and test case documents employing UML.

**Campaign Manager Dec 2010 – Dec 2011**

**Employer - Experience Commerce, Mumbai, India**

* Communicating the business directives, goals and needs to the technical team and serving as clients interface managing user expectations and client satisfaction with creative thinking, problem solving and strong analytical skills.
* Streamlining Business processes by recognizing and avoiding Bottlenecks, thereby reducing cycle time and improving system efficiency, employee productivity of the system.
* Comprehensive knowledge of all Microsoft Office and Microsoft Project Management (MPP).
* Developed and Maintained project plan including Task Scheduling, Resource Allocation and Milestone Analysis.
* Conducted process improvements, status meetings, presided over the Changed Control Board meetings to discuss Defect and Enhancement
* Created Ad-Hoc business goal reports for the top management using MS Excel.

**Social Media Analyst Feb 2010- Nov 2010**

**Employer - Valuepitch Interactive IT Services, Mumbai, India**

* Business Intelligence Analysis and statistics concerned with social media and online websites.
* Developing plugins for Facebook, Twitter, YouTube, LinkedIn, Social Bookmarks and social media sites.
* Worked with DBAs on data mapping and data modeling to create the Data Flow Diagrams and Data
* Mapping based on the social media reports being received from the partner company.
* Analyzed and documented the Functional specifications, Business requirements, Business rules and detail design of the social media application for full understanding of the business.
* Created HTML forms while working on Screen Notes documents.
* Analyzed, documented and managed all project requirements and change to requirements throughout the software development lifecycle (SDLC).
* Created Use-Cases to demonstrate software architecture and system component interaction before prototyping for requirement traceability.
* Online Reputation Management Quality Control for fortune 500 companies, Social Media Optimization, SME Response Management.

**HONORS AND AWARDS:**

* *International Tech student of the Year Award-2014 from AIM Foundation, Nebraska.*
* *University of Nebraska at Omaha’s most successful Twitter marketing campaign till date in 2013.*
* *Best Social Media Campaign of the Year Award-2013 for Reliance Tweet a Tab application.*
* *Honorary Speaker – Nitro Droid 2012: India’s first Android Conference.*

**WEB PRESENCE AND LINKS:**

* <https://www.unomaha.edu/college-of-information-science-and-technology/news/2014/10/is-t-faculty-and-student-honored-at-aim-tech-celebration.php>
* <https://www.prweb.com/releases/2014/10/prweb12256344.htm>
* <https://www.crowdfundinsider.com/2014/10/53082-aims-2014-technology-celebration-award-winners-announced-omaha-promoting-tech-communities/>
* <https://omaha.com/money/uno-tech-student-instructor-among-award-winners-at-aim-fundraiser/article_b3764884-53ed-11e4-b31a-0017a43b2370.html>
* <https://timesofindia.indiatimes.com/Pawankumar-Sharma/nricontributeprofile/8935598.cms>
* <http://lighthouseinsights.in/author/pawan/>