

PREM NATARAJ, MS, MBA

Omaha, NE | 402-651-9285 | premlathan@gmail.com | US Citizen
PMP – SAFe® 5 POPM/Scrum master Certified - Azure DevOps – AWS

PRODUCT OWNER/PRODUCT MANAGER

18+ years of experience working in multiple roles in the Manufacturing, Healthcare, Cable domain with a good understanding of business requirements elicitation, analysis, quality assurance and experience in envisioning, representing and translating the product vision from the business area to software development by making critical contributions in varied domains.

Expert at developing, defining, and implementing end to end processes and related strategies. Ability to effectively communicate and provide data to leadership about proposed changes to plans and resources based on project timelines.

AREAS OF EXPERTISE

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|-------------------------------------|---------------------------------|---------------------------|
| • Communications & Engagement | • Project Management | • Business Analysis |
| • Process Development & Improvement | • Resource Management | • Automation Testing |
| • Data Analysis & Management | • Product Development | • Release Management |
| • Client Relationship Management | • Customer Success & Experience | • Agile Product Ownership |
| | • Team Leadership & Development | • Change Management |
| | | • Scaled Agile Framework |

PROFESSIONAL EXPERIENCE

CSG INTERNATIONAL | 2014-Present

Sr. Test Engineer/ Business Analyst / Product Owner

Being in the DevOps team gave me an opportunity to exercise my skills as a Scrum master, Product Owner, Operational engineer, Developer, Business Analysis, Quality control, Release & Change management throughout the software development lifecycle using the Waterfall, Agile, Scrum, and Kanban methodologies focused on Lean and Safe framework.

Product Owner / Scrum Master

- Attends regular client calls, discusses weekly status and updates with the project leadership team to continually deliver maximum results.
- Assist Product Owner in driving backlog grooming and management, prioritize user stories, create acceptance criteria, and drive testing and delivery.
- Serve as a Subject Matter Expert (SME) in the development of technical documents for 4 products.
- Work with other product owners, program managers, developers, testers, and customers to define features and technical user stories.
- Being the voice of the customer and providing a business perspective on value during day-to-day development
- Create & update user stories, add acceptance criteria for each stories in Gherkin
- Contribute to departmental metrics and governance standards.

- Build strong, lasting relationships across organization, focusing on peer and senior management levels.
- Communicates with business owners to write & implement related test plans, ensuring alignment with stakeholder requirements.
- Contribute to decisions, collaborating with cross functional teams and senior management.
- Collaborated with Vendors for finding suitable products and created costing sheets.
- Used key Scrum metrics (burndown, velocity, dashboard) to help deliver committed work.

Automation Testing, and Release Management

- Created test automation framework for BDD
- Created test plan for individual story testing and end-to-end release testing.
- Developed and maintained manual and automated testing of software products to enhance quality & process standards.
- Mentor and coach QA specialists and testers.
- Ensure compliance with QA policies and procedures.
- Used Specflow, Selenium, Protractor for UI test automation.
- Used DotCover & NDepend for Code coverage.
- Used JMeter for running Load test for Rest API application
- Created Jenkins job to run smoke, acceptance, feature, and regression testing.
- Created sprint deployment list and made sure all the items going in where tested.
- Works collaboratively with testers and product owners for release planning.
- Managing 7 OPS & Dev resources in Off-Shore.

DevOps

- Worked in Windows & web application for feature enhancements.
- Worked in numerous AWS services like EC2, S3, VPC, Route53, DynamoDB, API Gateway, SQS, SNS and Lambda.
- Worked with Azure DevOps Repositories, build, release, pipelines, Test, deployment, etc
- Configure and manage monitoring tools like SCOM, Zabbix, ProactiveNet, Remedy, etc.

MODIS INC. | 2012-2013

Solution Consultant, Health Fitness of Omaha, 2012-2013

- Tasked with assisting Health Fitness in the development, testing, business analysis and enhancement of software applications.
- Involved in requirements gathering, conceptual design, analysis, detail design, development, system testing.
- Provided oversight and management to a team of 12 testers, working both onsite and offsite as members of a team of 95 contractors across five countries.

Solution Consultant, BlueCross BlueShield of Nebraska, 2012

Appointed Solution Consultant and Cross-functional Developer as part of the EDI team directly responsible for creating a web application for Ancillary providers and adding functionality to effectively manage out of state providers for the leading health insurance company.

BLUEHILL GRANITES & WESTLAWN HILLCREST CEMETERY | 2009-2012

Product Owner, Family Sales Counselor, Software Developer

- Gathered requirements, designed the database, and architected the application.
- Collaborated with offshore teams, ensuring streamlined communication, effective workflows, and on-time and within budget delivery of projects.
- Customized SAP Production Planning & Manufacturing modules to suite organizational requirements.
- Worked as Family Sales Counselor at the WestLawn HillCrest Cemetery, a training extension of Bluehill, responsible for designing cemetery software, selling products and services.
- Developed web and handheld applications to streamline order and inventory management.

ADDITIONAL EXPERIENCE

Web Developer, DTM, Omaha, NE, 2008-2009

Software Developer, The Gallup Organization, Omaha, NE, 2007-2008

Software Developer, Turner & Associates Corp., Omaha, NE, 2005-2007

Software Developer, eCaps Computers, Omaha, NE, 2002-2004

Managing Director, A Bluehill Granites (I) Pvt Ltd, India, 1997-2002

Director, A Bluehill Granites (I) Pvt Ltd, India, 1995-1997

EDUCATION

Master of Business Administration (MBA), Finance & Marketing

Master of Science (MS), Counseling & Psychotherapy

Bachelor of Science (BS), Computer Science

CERTIFICATIONS

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| Project Management Professional (PMP) | |
| Certified Payment Card Industry Professional (PCIP) | SAFe® 5 Scrum Master (SSM) |
| AWS Certified Cloud Practitioner | SAFe® 5 Product Owner/Product Manager (POPM) |