

Melvin J Chellanadan

+1 224.334-4540 Des Plaines, IL 60016 melvinprabhu@gmail.com
[linkedin.com/in/melvin-j-chellanadan-b0561418](https://www.linkedin.com/in/melvin-j-chellanadan-b0561418)

Agile Product Owner / Product Specialist

Cross-functional, multidisciplinary, solutions-focused product analysis/management specialist with 12+ years of experience. Experienced in arena of financial services with the specialty in banking and credit card services. Critical thinker, behaviorist, and communications/knowledge management professional with a proven track record of conceptualizing and orchestrating solutions in dynamic environments. Recognized for building sustainable product strategy and inspiring creative approaches to drive market change: leading people, process improvement and implementing strategies and technologies to deliver solutions. Specialized Experience in Process Improvement, Strategy, Information Technology, Governance, Information Security, Quality Management, Analysis. Enterprise and strategic vision with expertise in Operations, planning, governance and risk management, quality and analysis. Demonstrated success managing teams and vendor relationships. Strong experience with project road mapping and driving big initiatives.

Areas of Expertise

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|-----------------------------------|------------------------------|--------------------------------------|
| ➤ Agile Methodologies | ➤ Performance Management | ➤ Lean Six Sigma Process Improvement |
| ➤ SAFe Practices | ➤ Software Implementation | ➤ Operations and Delivery Management |
| ➤ Product Strategic/Tactical | ➤ Product Analytics tracking | ➤ Business & Technology Alignment |
| ➤ Requirement Management | ➤ Business Analysis | ➤ Customer Service Management |
| ➤ Governance & Strategic Planning | ➤ Digital Infrastructure | ➤ Enterprise Project Management/PMO |
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Affiliations and Certifications

- ❖ Scrum Alliance Certified Scrum Product Owner (CSPO)
 - ❖ Scrum Alliance Certified Scrum Master (CSM)
 - ❖ SAFe Certified Scaled Agile Practitioner (SP)
 - ❖ SAFe Certified Scaled Agilist (SA)
 - ❖ Exemplar Global Certified Lean Six Sigma Green Belt (LSSGB)
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Education Competence

- ❖ Master of Business Administration in Systems – MBA (Post Graduate)
 - ❖ Master of Engineering in Embedded Systems – ME (Post Graduate)
 - ❖ Bachelor of Engineering in ‘Electronics & Communication’ – BE (Under Graduate)
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Professional Experience

Product Specialist - Card Mobile Banking (React Native)
Client - Discover Financial Services, Chicago, Illinois - USA
Cognizant Tech US Corp,

Dec 2018 – Present

Project Manager with functional, technical, analytical and strategic expertise, responsible for collaborating with client leadership, stakeholders, functional, and Information Technology resources to ascertain goals, develop statements of work, project charters, and identify requirements. Work directly with other product owners, system engineers, program managers,

developers, testers, and customers to define features and technical user stories. Support an Agile Software Development process, working in conjunction with end users / stakeholders and technical delivery team. Responsible for developing work plans and managing project execution, maintaining scope. Executed release management, team management, and process documentation activities. Liaised with business owners and the PMO. Managed a team onshore and offshore development staff members and contractors to deliver product enhancements and bug fixes. Work closely with counterparts in Product Management to align on the vision, program backlog, and roadmap. Acting as stakeholder of specific product backlog items, work closely with development teams to ensure the output to be aligned with expectations. Being the voice of the customer and providing a business perspective on value during day-to-day development.

Apply detail knowledge of Card/Bank Mobile feature Workflows to assist Product Manager in product development. Works directly with the development team, answers questions related to acceptance criteria and ensures that the work performed meets customer expectations. A change agent who can work with R&D managers to drive process improvements in an agile development environment. Work with developers and QA to refine user stories/BDD features and assist with rapid user feedback on a team using an outside-in development methodology. Assist the Product Manager and Scrum Master to identify and implement best practices and improvements to the product development process. Working within an agile framework to deliver your product in fortnightly sprints, prioritizing your development team's work with Scrum or Kanban. Works smart by setting effective work goals, establishing priorities, and planning well in order to produce quality work

Product Specialist - Bank Mobile Banking (Mobile Native Migration)

Client - Discover Financial Services, Riverwoods, Illinois - USA

Cognizant Tech US Corp,

Apr 2017 - Dec 2018

Self-directed individual contributor responsible for Mobile operations (Mobile Native development), Established communicative rapport with clients, facilitating requirements gathering. Provide week-to-week tactical objectives to scrum team, and provide quick JIT decisions to system level questions and defect triage. Possibly work with 3rd party system integrators to drive process on schedule and on budget. Defining the road map and prioritizing the backlog of work to meet the vision in a timely manner to meet market and customer demands. Drive and own backlog grooming and management, prioritize the iteration and drive acceptance testing and delivery of iteration. Relating & Networking. Entrepreneurial & Commercial Thinking. Track budget and delivery of engineering projects and releases. Own and drive backlog grooming and management, prioritize user stories, create acceptance criteria and drive testing and delivery. Apply detail knowledge of workflows to assist Product Manager in product development. Apply detailed knowledge of Card Banking Workflows to assist Product Manager in product development. Create and manage Card mobile features that can be turned into technical development stories for the analytics application development team. Work with our US/India Product Management team and Product Delivery Managers to break down features into a detailed product backlog. Develop and manage metrics for performance. Tracks capital spending by development teams, and works with the Product Owner Manager to ensure the project is completed within scope, on budget and on time. Manage Software Development and Configuration Management Environment

Project Manager – Quality Engineering and Assurances

Client- Prudential, Abbott Industries, Chennai, Tamil Nadu – India

Cognizant Technology Solutions

Mar 2013- Oct 2016

Responsible for ensuring production stability and managing platform as a service. Expert in test automation management, methodology, tools with experience in project management and writing strategies for complex technologies. Expert in pre-sales activities for business development. Developed QA automation strategies for more than 15 clients and provided solutions that minimize the recurring costs of instantiating and running multiple automated testing solutions for projects across the testing services. Coached team resources. Developed metrics and produced reports illustrating Human Resource allocation. Project Management activities for transition to Cloud. Proposed enhancements to procedures and team structures to ensure timely and cost-effective operations globally. Work directly with end users to capture and analyze challenges to their workflow. Provide key performance metrics to the Head of IT on the deliveries and benefits realization of change implementations. Prioritizes work within an agile team and maintain a backlog of future work for consideration/prioritization. Take responsibility for the development of ongoing enhancements, create and prioritize user stores with the agile teams.

Senior Quality Assurance Lead - Android
Huawei Products- HTIPL, Bangalore - India
Huawei Technology Solutions India (p) Limited

Oct 2012 - Mar 2013

Project QA discovery and planning: - Guide work from client needs and requirements to goals and delivery. Pull together team members to research and define QA execution. Build and delegate work plans, communicating progress to the stack holders. Responsible for setting clear expectations and goals for the QA teams. Track progress against timeline, milestone and estimation, revise as needed. Responsible for the QA product sign-off for the product deployment. Responsible for Managing STLC (Software test life cycle) efforts for the entire portfolio.

Led task management by working on project management tools (JIRA, Project Tracking System (BTS) & Bugzilla). Human Resource Management: - Screen and recommend interview candidates. Integrate new hires into teams and processes. Resource allocation and forecast, Performance feedback, arranging training and mentoring team members. Responsible for preparing QA approach, Strategy, test planning, test design and development, test execution and closure. Preparing and reviewing test plan document and sprint metrics for the project. Host discussions with the cross functional teams to start the planning and execution for the sprint. Influencing overall technology, driving product quality, and promoting practices to improve productivity and enable quality at the portfolio level. Liaised with business, development and middleware teams on functional requirements and setting up QA processes for a fast track product release delivery on time. Ability to derive Use Cases, Test Scenarios and Test Cases based on requirements. Good understanding of Software Development Life Cycle (SDLC) and its processes. Good understanding of Software Methodologies and its implementation on SDLC. Performed Sanity testing, Functional testing, UI testing, Web services testing, Regression testing, Stress testing, Interruption testing, Localization testing, User Acceptance testing, Compatibility testing and Load testing. Led testing life-cycle for various apps, firmware and devices across all platforms including iOS, Android, Windows, Java ME, and Symbian. Good knowledge in Java Verified Process (JVP), Unified Test Criteria (UTC) and Symbian Signed Criteria. Multitasking in a fast dynamic environment and maintain a professional attitude with the team. Good analytical, communication and inter personnel skills, committed, dynamic team player, work in Cross Functional areas with zeal to learn new technologies. Good knowledge in writing Test cases, Bug reports and System testing Reports for each release.

Quality Assurance Lead – AT&T UMTS (Device Management, FOTA) – Android
Huawei Products- HTIPL, Bangalore - India
Huawei Technology Solutions India (p) Limited

May 2011- Oct 2012

Test process of updating the firmware in mobile devices via OTA. It leverages the OMA DM enabler [OMADM] and supports alternate download mechanisms (such as OMA Download [DLOTA]). This represents the interface between the client and server required to manage the update of a mobile device's firmware.

Key Technologies: Synchronization Markup Language test suit, Dalvik Debug Monitor Server, OMA client provisioning, AT&T server access for DM execution, DM Bootstrapping the device. Responsible for handling PIM_Calender module in the ICS platform. Responsible for executing Sanity, Stress, Memory Leak, Conformance testing, IOT & BBIT Cases for the module Tracking issues in JIRA and DTS. Responsible for testing handsets & communication with R&D PLs. Involved in Requirements analysis (OR, TOR etc). Involved in phase analysis after each version release.

Huawei Research and Development- Since the emergence of Smartphones and Tablets in the market which supports multiple features and a data connection is actively used by numerous developed third party applications, a comprehensive assessment of their power consumption is necessary to allow for meaningful battery lifetime estimates. So I built a 'Power consumption testing' environment setup in the Huawei R&D lab. This testing ensures all the customized apps should not affect the native app OS modules behavior based on the 3rd party app power consumption and the power values should be well within the range of benchmark values.

Prior Experience

Digital Chocolate IT and Gaming Solutions Private Limited
Huawei Technologies India Private Limited
Cognizant Technologies India Private Limited
Cognizant Technologies US Corp

10/2008 - 05/2011
02/2011 - 03/2013
03/2013 - 04/2017
04/2017 – Present