**NITHYA SRIRANGAN**

**Pleasanton, CA 94566**

**925-738-8210**

**Nithu\_shankar@yahoo.com**

https://www.linkedin.com/in/nithya-srirangan-692221104

Proven product management professional with experience in Healthcare, financial, retail and Marketing organization defining, creating, and managing online digital identities and cross-channel user access capabilities. Proficient at gathering business requirements, in identifying vision and scope of the project, planning, design, implementation, user acceptance testing, end-user training, release and customer support.

**Key Responsibilities**

Managed requirements and interactions with business teams for key online services.

Defined the Vision and Roadmap: Collaborated with the users to understand their requirements; to translate the product vision into a form that the development team could clearly visualize, thereby ensuring the user’s expectations were met.

Wholly involved with the scrum team in providing the Epic and user stories via **Jira tool**, grooming them, Sprint Planning, development cycle, refinement, review, demo, User acceptance testing, operations, and delivery of the product.

Product Backlog: Managed and prioritized stories (functional and technical), defects to maximize the value of the end-product. This helped make the release and iteration planning easier, visibility into team priorities.

Overseeing Development Stages: Key representative for every stage of product development

Evaluating Product Progress at each iteration: Demonstrate value to stakeholders, collect feedback, coordinate the next steps, and follow-ups on behalf of development teams.

Supplemental: Collaborated with the Content Management System team and ensured the authored content covers the user flow, guided on the Analytics requirement for the metrics, User acceptance testing and Operational readiness.

**EXPERIENCE**

**Kaiser Permanente** (Full Time), October 2016 - Current,

**Digital Product Manager**

Overall Product Owner for kaiserpermanente.org features: My Profile and Preferences, Forgot Password, Notification Preferences, Document management and Paperless Preferences across multiple channels (**Omni Channel**), serving over 5 million registered users. This project completed the migration from Portal to **Adobe Experience Manager** with **new responsive digital user experience** that will bring the section up to speed with current user experience and visual design standards. Within this role, I provided strategic direction, developed business cases, and was the hands-on product owner providing User stories to the Scrum team.

➢ Migrated and brought to market the ability for members to have digital access to Kaiser Permanente identity features across **multiple channels: Desktop, Tablet, Mobile browsers (Android and IOS) And KP APP on Mobile**.

➢ Created and maintained delivery roadmap of AEM Unique, global and shared components so scrum teams can consume the AEM components across their feature development.

➢ Transformed the digital product roadmap into delivered experiences and products targeting Kp.org audiences: KP Members, Caregivers, Visiting Members, Pre-effective Members, Former Members,

➢ Represented the voice of the customer to the delivery / scrum team in providing the detailed user stories on **Jira**

➢ Conducted sprint grooming sessions focusing every sprint and actively involved with the scrum team in the Sprint Planning, development cycle, User acceptance testing, Operational readiness and delivery of the product.

➢ Provided guidance on the Priorities, Content flow and requirements on Business rules, Event handling, Analytics and Audits

➢ Collaborated with the Content Management System team and ensured the authored content covers the user flow.

➢ Designed, performed, and reported on usability tests for new site functionality.

➢ Provided documentation and knowledge transfer to the customer service group prior to new feature launch to the consumers.

**Recognition**: Promoted thrice on the job, received 5/5 stellar reviews all the years at Kaiser.

**Kaiser Permanente** (Contract), July 2014 – September 2016,

Employer, **Rose International**

**Product Owner**

Responsible for business aspects for the definition and implementation of the Onetime Passcode for Password reset, Global Header & Footer for Kaiserpermanente.org feature pages, customer support features for the kp.org website. Also supported Maui health system site page Transitions to Adobe look and feel. Collaborated and consulted with key internal and external stakeholders IT, Legal, Security, Operations, Analytics, to create and implement the vision, strategy, business cases, user experiences, roadmaps, requirements, user stories, prototypes, solutions, and enhancements for kp.org global features.

➢ Defined business requirements for the password reset feature for kaiserpermanente.org site, enabling members to get a password via U.S. mail to a known address and a quick Onetime passcode via Email address. Worked with developers and product quality team using Scrum methodology to develop, test, and implement the features.

➢ Planned and executed digital product evolution throughout the product lifecycle, including gathering and prioritizing product, consumer, and business requirements, defining the product vision, the product roadmap to satisfy that vision, and working closely with the engineering, guiding with business rules, audits, event handling support, and business teams to ensure customer satisfaction goals are met.

➢ Wholly involved with the scrum team in providing the user stories in **Jira**, grooming, Sprint Planning, development cycle, User acceptance testing, operations, and delivery of the product.

➢ Created a minimally expected unified experience between Adobe Platform and remaining KP.org legacy site. The experience to re-skin the KP legacy portal pages was limited to header and footer.

➢ Implemented Forgot Password capabilities for the KP Flagship mobile apps (Android and iOS platforms).

➢ Key member of a product definition team identifying and developing Global, Shared, Unique components and its business requirements for kp.org feature teams to consume.

➢ Developed Forgot Password services for the kp.org mobile-optimized (m-dot) platform. This channel serves half of kp.org traffic.
➢ Extended the reach of kp.org services by making all user access functionality available in Spanish.

**Recognition**: Cash bonus for best handling this project.

**Kaiser Permanente** (Contract), March 2012 – June 2014,

Employer, **Enclipse** **Corporation**

**Product Owner/Sr. Business Analyst, Web Services**

Project: CORE SERVICES: Collaborate and consult web services with Key stakeholders between Kp.org feature team and EPIC. Epic New Feature request and Existing feature maintenance/enhancements on Kp.org site such as for Historical test results, appointments, entitlements, message center features, medical record functionalities and Registration as a service.

➢ Web service consulting for KP Health Connect.

➢ Collaborate and consult with Key stakeholders between Kp.org and EPIC teams in determining the new feature request to Epic vs reusing the existing services with enhancements in support for kp.org site features development and Mobile KP flagship application.

➢ Core functionalities include: Service mapping the WSDL received from EPIC, Workflow Diagram (Discrete flow, Summary view, End to End Detailed View), services requirement document creation and maintenance, Business process management documentation, assist Services and application Product, technical team with the respective service validation rules, scenarios and corresponding error codes and messages.

➢ Wholly involved with the scrum team in providing the services user stories in **Rally**, grooming, Sprint Planning, development cycle.

➢ Coordinating calls with SERVICES (Architect, Dev, Quality) and App (PO, Dev and Quality) to make sure that the understanding is the same between Services and APP teams prior to signing off the Services requirement. Test Case and defects Review with the PQE to understand and notify on any gaps if any.

AWARD: KP Consumer Mobile 3.1 Release: Award in recognition of outstanding performance, dedication and Support July 18, 2013 (IOS), Dec 18, 2013 (Android)

**Recognition**: Best documentation for Services Requirement

**Employer:** (**Safeway) Black Hawk Networks (**Full Time**), March 2011 - July 2012,**

**Business Analyst/UAT Analyst**

Project: E-Commerce Project – www.GiftCardmall.com and IVR

Development Methodology – AGILE: Blackhawk Network is a leading provider of prepaid products for consumers and businesses.

Deep payment industry expertise in acquiring, issuance and processing of pre-paid gift products such as Every day and Travel Pay-Power, Reload-it E-Commerce Website and IVR, External Card Partners Account Now, Net-spend, Soft-Gate, Safeway Employee Website and Online Platform – Reload-it E-Commerce Website and IVR check out.

➢ Gathering requirements, product analysis, User acceptance testing and launching sites with new products, monthly maintenance of websites.

➢ Performed functional decomposition for each feature to break it down into individual functions, Creating UAT scenarios, flow chart Prompts and testing of the API Mock/Web Services through the inhouse tool to ensure to meet Requirement coverage Matrix.

Achievements:

Recognized for worked efficiently with the External Card partners and the Third-Party vendors in launching their products successfully.

**Recognition**: Received the heavy lifter award for working hard for the respective year.

**ADDITIONAL RELEVANT EXPERIENCE**

**Employer: MODIS INC**, February 2010 – March 2011, (End of assignment)

**Client: GAP Inc**, (Contract), San Bruno, UAT / POS Analyst

Project: GAP CHINA - Retail Store Systems, Point of Sale Customization/Ecommerce

Project 2: POS customization/ E-Commerce

Project 2: POS customization/ E-Commerce

➢ Gap expanded its stores with new market launch in China and Honk Kong

➢ Involved in analyzing and documenting the existing stores transaction requirements: Tenders (Credit, Debit and Cash), Gift card processing, Payment system validation via Oracle Point of Sale IBM SURE POS 700 and standalone system.

➢ Supported back office and Central Office for new store opening

➢ Prepared Use cases and conducted UAT so that Point of Sale matches the business requirements and UI guidelines: Sale and Returns, Store Opening/Closing procedures, Gift card sales, Tender types and transactions, Bin Range, Discounts/Promotions, Suspending and retrieving, Rewards, Loyalty, Post Void, Administration, Price lookup.

➢ Involved in Go/no go decisions

Project 2: POS customization/ E-Commerce

➢ Trained Customer service staff on the new market launch

**Employer: Nelson Staffing**, November 2009 – February 2010, (End of assignment)

**Client: Design Reactors** (Contract), Campbell, CA, QA with BA

Project: Virtual VSE Workspace (Phase 2.0)

**TECHNICAL SUMMARY**

* Operating systems: Windows XP/2000/NT 4.0/95/98, Unix, Linux, Mac Osx Tiger.
* Testing Tools: Win Runner, Quick Test Professional and Load Runner, Selenium
* Scripting Languages: Shell script, TSL, VBScript, PERL, Python, Java Script.
* Database Tools: Oracle, SQL server, DB2, MS-Access, TOAD, ETL, MYSQL.
* Languages: C, C++, Visual Basic, SQL, Java.
* Test Management Tools: Test Director, Quality Center, Clear Quest.
* Internet Technologies: HTML, XML, Scripting languages.
* Configuration Management: VSS, CVS and knowledge of Clear Case.
* Web/Application Servers: Tomcat, Web Logic, Microsoft IIS Server.
* Accessory Tools: Excel, Word, Power point
* Business Design Tools: Visio

**EDUCATION**

* MCA (Masters in Computer Applications) From University of Madras, India (Graduated)
* BS (Bachelor of Science – Physics) From University of Madras, India (Graduated)

**CERTIFICATION**

Certified SCRUM Product Owner (CSPO), Behavior Driven Development (BDD) story formats.