**Summary:**

* Highly motivated and self-driven leader, and agile expert.
* 8+ years of experience in the product management domain transforming businesses and delivering state of the art customer focused features in retail, supply chain and healthcare domain.
* Certified Product Owner with strong understanding of system integrations, customer interactions, and process & data flows.
* Expert at creating concise epics, features and stories with acceptance criteria and definition of done following 'behavior driven development' model and INVEST framework.
* Adept at performing market research, identifying target customers and opportunities for growth, determining go-to market strategies, and improve overall business metrics.

**Education:**

* Master’s in business administration (MBA) at California State University, Chico
* Bachelor’s in computer science, University of Pune, India

**Certifications:**

* SAFe Product Owner/Product Manager
* SAP ERP, SCM

**Tools & Technologies:**

Manhattan EOM and WM, Zuora, SQL, SAP ERP, Oracle EBS, SOAP UI, Pega, Rational Suite, Quality Center, Facets, Jira, Rally, VersionOne, Aha!, MS Office, Enterprise Architect (EA), MS Visio, SharePoint, Tableau, Wave Analytics, Cognos, Adobe Analytics, Google Analytics, Sketch, Invision, Miro, JSON, XML, Python, Java

**Skills:**

Tech Product R&D, Leadership, Product Lifecycle Management, Go-to Market Planning, Financial Analysis & Forecasting, Market and Competitor Research, Customer Research, UX/UI Design and Prototyping, Scrum & Agile Methodologies, Requirements Gathering and Analysis, BDD & TDD, Prioritization and Roadmaps, MVP, QA and UAT.

**Professional Experiences:**

Cardinal Health (g2o) Columbus, OH

Product Owner March 2020 – Current

* Led new product development in patient engagement and drug adherence domain.
* Interviewed various stakeholders, customers, and partners to co-create the products that are usable, feasible, valuable, and viable. Created incremental prototypes and continuously validated with customers.
* Gathered quantitative and qualitative data through market research and interviews to support the hypothesis.
* Identified go to market strategies, total addressable market (TAM), ROI measurements and step by step plan to achieve the revenue targets.
* Aligned products with continuously evolving customer needs and synthesized analytics and data points for building product vision.

FedEx Supply Chain (g2o) Columbus, OH/Cranberry, PA

Product Owner April 2017 – March 2020

* Led integration with business partners such as Amazon, Walmart, eBay and Shopify to broaden the customer base which currently account for 60% of orders and returns processed.
* Introduced analytics and reporting capabilities to understand the customer behavior and get meaningful insights from data. Other initiatives include development of vendor management module, purchase order flow and mobile app for new merchant onboarding.
* Transformed and streamlined the legacy billing processes using Logistyx and Zuora and launched new billing and discount module. This enhancement reduced the customer support hours by 40% and automated most of the onboarding process.
* Partnered with IT, customer service, sales, operations, and other groups across FedEx to manage and deliver business capabilities and system solutions. Drove business process changes necessary to simplify and optimize customer operations. Owned product roadmap and prioritization.

PatientPoint Orlando, FL/Cincinnati, OH

Product Owner May 2014 – April 2017

* Led team of engineers and designers for developing point of care patient engagement product.
* Managed network health, content and ad publishing, and feature launches.
* Created epics, features and stories. Conducted UAT, customer demo sessions and defect triage. Identified risk, dependencies, and action items.
* Leveraged various reporting and analytics tools to validate assumptions and find new insights.
* Proposed and developed provider facing module that increased lead generations by 30%.

Blue Cross Blue Shield, Florida (Florida Blue) Jacksonville, FL

Business Systems Analyst May 2013 – May 2014

* Led development of different modules of PMT (Product Management Tool) and Diamond (Claims processing) a proprietary tool developed by Florida Blue to create and manage health, pharmacy, dental and vision plans and products.
* Introduced new web services to provide data to different consumer areas such as Siebel, small and large group ratings, SBC controller, Diamond, DCE (Document Creation Engines) and Safire (enrollments).
* Conducted JAD sessions with stakeholders, created BRDs, use cases and non-functional requirements. Created activity diagrams, use case diagrams, interaction diagrams, As IS - To Be diagrams appropriate to the business processes.
* Managed product releases and roadmaps. Conducted UAT and demo sessions.

Digitaria/United Health Group Minneapolis, MN

Lead Business Analyst Nov 2012 - May 2013

* Conducted meetings with client (Marketing and sales team of UHG) to understand the requirements and expectations around GoLong Evolution project, marketing campaign for Medicare supplemental plans.
* Documented the business rules, risks and performed SWOT analysis.
* Prioritizing the features and deciding scope of the project. (Crawl - Walk - Run Scenario).
* Managed project budgets, risk analysis and mitigation, root cause analysis, project schedule development and tracking using MS Project.
* Effectively communicated project expectations to team members and stakeholders in a timely and clear manner.
* Created RTM (Requirement traceability matrix) and making sure all features are refined and documented.
* Concisely communicated the requirements with developers and provided clarification as needed.

CVS Caremark Scottsdale, AZ

Sr. Business Analyst Feb 2011 - Nov 2012

* Led project to build infrastructure for processing part-D applications and integrate with other systems.
* Developed new call center application for tracking marketing campaign leads generated.
* Interacted with business, channel marketing team and finance team to gather requirements. Created stories, epics and features.
* Generated reports on daily sales, product-based sales, agent level sales etc through Crystal reports and SSRS
* Worked on UAT side of pharmacy/ formulary listing mobile app project for 2013.
* Worked as release coordinator. Analyzed the impacts of the project, dependency, and production sequence.
* Maintaining CMS, MED-D, HIPAA compliance. Maintaining PFI (personal financial information), PHI (personal health information)