

PROFESSIONAL SUMMARY

With nearly 9 years, I have versatile corporate and startup product management and delivery experience in various domains including BFS, eCommerce, Wallets/Payments, Logistics, Content Management, and trading. As a product manager, I led a number of launches on online and mobile applications. I have been responsible for defining and developing products features and customer processes to maximize client acquisition, retention and engagement:

- I work with senior executive to identify and develop new markets and validate product/market fit
- I connect with customers to understand their problems through user research, interviews and usability testing
- I have hands-on experience leading cross-functional teams of engineers, UX designers, and customer care to prioritize, plan, and deliver software
- I'm adept at writing user epics and user stories; manage and prioritize product backlog to ship quickly and build iteratively. I love building user story maps to see the big picture.
- Agile, Lean principles: I have In-depth understanding of project management, business analysis, agile and lean process principals.
- Data driven: I love working with data. I can quantitatively analyze product concepts, strategic opportunities and competitive threats based on data.
- Technical: I have a sound technology background having started my career as a software developer and am fully conversant with all phases of SDLC

EDUCATION

Master of Business Administration , Smith School of Business, Queen's University, Kingston Recipient of Entrance Scholarship, GMAT - 710	2017 - 2018
Bachelors in Technology , SASTRA University, Thanjavur, Tamil Nadu, India Graduated with a First-Class Distinction (CGPA – 8.4/10)	2004 - 2008

TECHNOLOGY EXPERIENCE

Language expertise: Java, Spring, Hibernate, SQL, Mysql, NoSQL, Python, R, Hadoop

Tool expertise: Bitbucket, Github, Jenkins, Nexus, Jira, Confluence, Swagger, Tableau, Excel, Powerpoint, Microsoft Visio, Octave, Invision

Process expertise: Agile, Scrum

Certifications: PMP, CSM, CSPO, Google Analytics

PROFESSIONAL EXPERIENCE

Technology Consultant, Capco, Toronto, Canada Feb-2018 - Present

Product Manager of Blockworkx-an internal Capco product

- Responsible for refining, prioritizing product backlog for the team
- Co-ordinate with the dev team to communicate and develop feature plan and plan tasks for sprint
- Interface with clients to clarify requirements and communicate updates and resolve any impediments
- Introduced dashboard development to monitor internal system health and relevant metrics
- Introduced data mining and predictive analysis techniques in Blockworkx
- Active part of Capco Product Management Association and a key member in driving Agile practices here

Technical Product Manager, eBay India Private Ltd., Bangalore, India 2014-2017

Led eBay India Shipping Team and Estimated Delivery Date Team

- Led the conception, design and development of next gen eBay India shipping platform to improve seller/buyer logistics in eBay India and onboarded two new logistic partners via this platform which increased coverage area (regions where eBay could ship its products to)
- Interfaced regularly with third party logistic partners to resolve technical & business issues arising due to integration

- Designed the shipping product roadmap of 2015 and 2016 and handled managing product backlog items for each sprint.
- Analyzed the existing predictive models and developed a MVP for a new model which improved estimated delivery from 70% accuracy to close to 90% accuracy and thereby reduced direct customer calls which was a significant cost overhead
- Introduced a feature to display date range based estimated deliveries instead of the existing display of point estimated delivery date to further improve accuracy and reduce customer calls
- Introduced four key metrics (tracking shipments, money movement, shipping coverage and continuous monitoring of estimated delivery accuracy) to analyze health of shipping systems
- Revamped the existing dashboard to allow custom dimensions and metrics and do advanced forecasting
- Received the annual team of the year award within eBay India division among almost 20 teams

Technical Lead, JP Morgan Chase, Bangalore, India

2014

Senior Designer/Developer of SalesOne Desktop – a unified trading portal

- Facilitated development and execution of SalesOne desktop – an internal trading portal of JP Morgan that unified all their diverse trading platforms that existed cross region and cross function
- Introduced new features to the unified portal to monitor and record daily trading activities within the bank and raise alarms if the system experienced any anomalies like sudden drop or rise in activity within a portfolio
- Evaluated the feasibility of certain new features and suggested alternative approach to record/monitor data
- Collaborated with the cross-functional global teams based out of New York and London to ensure stability of the product

Senior Software Engineer, Cisco Systems, Bangalore, India

2010 - 2014

Product Owner and Module Lead of Content Management System for BSKyB UK

- Led the design, architecture and development efforts for creating a platform for managing Collections – a platform responsible for management of a group of assets within Content Management System(CMS) for BSKyB
- Collaborated with the client (BSkyB) to gather and document requirements and to check feasibility of implementation
- Pioneered setting up test automation framework and agile practices within our business unit
- Created prototypes for client requirements as well as additional solutions and gave successful demos to our client BSKyB
- Managed resources to work on different parts (design, development, testing) of the CMS system –asset cataloguing system, asset classification system
- Received the quarterly star performer award twice in 4 years out of 200 employees

Assistant Systems Engineer, TCS, Bangalore, India

2008 - 2010

Developer in a Data migration Project

- Designed and developed a data migration platform
- Implemented different phases of SDLC

EXTRACURRICULAR EXPERIENCE

Flood Relief Volunteer, eBay India, Bangalore, India

2015

- Volunteered outside of paid role in raising funds within eBay to support flood affected people in Chennai.
- Organised drives to collect clothes blankets and food packets for the flood affected people
- Spent 25 -30 hrs within a 2-week period which included after work hours and on weekends

Out of the Cold Volunteer, Capco, Toronto, Canada

2018

- Volunteered for the different activities (wrapping cutlery, waiting tables, sorting clothes) to help homeless people in the St. Andrews Church
- Spent 6 hours in the month of Feb-March which included after work hours and on weekends