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| **Payal Prakash**  [payalpakash1986@gmail.com](mailto:payalpakash1986@gmail.com) 469-925-4197 | Certified Scrum Product Owner (CSPO®) Certification Training |

**EXECUTIVE SUMMARY:**

* **Leadership**: Extensive **16+years’ experience** in Product Management, Product ownership, Project Management, and Consulting in driving business and technology goals for fortune 500 companies.
* **Problem Solver**: Successfully translated customer needs into Digital / Technical requirements. Led multiple teams to build and release 60 + features ranging from Mobile to web applications.
* **Communication and Influence**: Presented business case, presentations and product strategy to VPs and influenced directors and senior management by crafting compelling narratives with data.
* **Execution:** 10+ yrs. experience of bringing products to market according to timelines through effective prioritization and collaboration with Developers, UX, Business stakeholders and other dependencies.
* **Technology**: Hands on with Android/iOS, Java, **web technologies**, UX, UI, and APIs and Web services.
* **SDLC Methodologies**: 10 + yrs hands on with Agile Scrum, Waterfall, Hybrid, Scaled Agile Framework (SAFe), Kanban, Spiral and Extreme Programming (XP).
* Successfully delivered more than **30 features (B2C and B2B) across platforms** for various organizations.
* Extensive experience working in an organization using **complex technology**. Management experience in a **complex, multi- platform development** with onsite and offshore cross-functional teams.
* Highly experienced in **defining product roadmap** based on strategy and vision: **managing prioritization and trade-offs**among customers and operation support load. Building **MVP** for **release planning.**
* Executed **Product vision** by translating business/ customer requirement into **EPICS**. Breaking down **EPICS**into user stories and tasks. Managing weekly **sprint planning**and**backlog grooming**sessions**.**
* Worked for more than **6 years** in an **Agile** environment as an **Agile** **Project Manager,** **Product Owner**, **Product** and **Business Analyst.**
* Proficient in **user experience (UX), user interface design (UI)** using User Centered Design Approach
* Lead cross functional teams during **sprint planning and review meetings**. Collaborated with business stakeholders and dev teams in**Backlog grooming sessions**
* Highly experience in executing product vision based on **Feature / Scope or Time**-based release planning.
* Highly experienced in **Story Slicing** based on Business rule, Operation, Interface and other methods.
* Hands on prioritizing backlogs using**MoSCoW and Weighted Shortest Job First (WSJF) and Kano Model,**helping business in product release, assess technical feasibility and improve ROI.
* Highly experience in managing scrum deliverables - **Burn down chart**, burn up charts, **story points and task estimation**, sprint goals, writing**user stories**and conducting**sprint reviews**and**A/B testing.**
* Highly experience **in leading cross functional teams**such as, **UX, Developers**, Scrum team, and business stakeholders to build **product roadmap**by assessing technical complexity and company needs.
* Highly experienced in managing **end-to-end project lifecycles**using**Waterfall/Scrum/Hybrid methodologies**in variousindustries within budget and in a timely manner whilst meeting consistent high standards of quality, producing **project status reports** and **project deliverables** and following project management principles and guidelines
* Highly experience in product **backlog management,**creating **requirement documents - BRD, PRD, FR, SRS** ; High fidelity **wireframes**, release management.
* Highly experience in **Use case** documents- **UML, Sequence diagram,**Elicitation technique,test cases**.**
* **Managed budgets and resources** of up to $10million while leading global teams of up to 30 resources, **across various time zones.**
* Competent in **handling change request management**, effectively **implemented change** by performing both business Impact analysis and technical impact analysis of the change on the scope of the project
* Expertise in **Requirements Gathering** and **elicitations technique**, **Documentation** and **Analysis** with capability in **prototyping documents models and attributes** for consistency, completeness and risk minimization
* Possesses in-depth knowledge about **3 Tier Architecture** and**various types of Testing and tools used**

**TECHNICAL SKILLS:**

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| **Product Management/ Product Owner** | UX, UI, Backlog management, Sprint planning, Sprint retrospective, Backlog grooming, EPICS to user stories, Story Mapping, Release management, Product roadmap development, Wireframes, and UML. |
| **Tools:** | JIRA, HP PPM, MS Visio. Google Analytics, Omniture, Google AdWords. |
| **Methodologies& Frameworks:** | Experience in Traditional Waterfall, Agile Scrum and Scaled Agile Framework (SAFe). Knowledgeable about Kanban, Extreme Programming and Spiral methodologies |
| **Business Skills:** | Product Management, Project Planning, Resource Scheduling, Project Scheduling and Project Budgeting, Change Management, Risk management, Impact Analysis, Product Strategy and JAD sessions, SWOT Analysis |
| **Reporting& Data Analysis Tools:** | Microsoft Excel, MS Word Micro strategy, |
| **Databases** | MySQL Server 2005, Oracle 11i, Oracle 10g |
| **Testing Tools:** | HP Application Lifecycle Management (ALM)/ Quality Center (QC), A/B testing |
| **Other Tools:** | MS Word, PowerPoint, MS Visio and the complete Office Suite, |

**CERTIFICATION**

**Certified Scrum Product Owner (CSPO)-** Scrum Alliance

**EDUCATION:**

**Information Management Xavier Institute of Social Service (XISS)07/2006 - 05/2008 MBA India**

**Information Technology B.Sc.IT St. Xavier's College07/2003 - 05/2006 India**

**PROFESSIONAL SKILLS:**

**Client: FedEx Services Sep 2016 – Till Date**

**Product Manager/ Sr. Product Owner**

* Owned the **Product Backlog and Release plan** for the User Experience, design and integration elements of the mobile app comprising of EPIC - Payment feature; notification and other minor enhancements.
* Created **Product Roadmap** by working with the Lead Product Owner and other relevant stakeholders;
* Managed **Scope creep** to launch the application according to schedule by creating a **detailed project plan**.
* Planned **product release** based on **fixed time method** and predicted possible risks and must need elements and features to be built to achieve the goals.
* Acted as an ambassador and **created PRD** and other required documents for newly developed features.
* Planned sprints by ensuring **user stories** are “ready” for development with defined **acceptance criteria.**
* **Led the Backlog grooming**sessions in collaboration with dev teams for **story splicing** and break down EPIC into executable user stories, reducing complexity, and size.
* Participated in **Daily Stand-Ups**to understand the progress/ impediments for assessing the possible risk.
* Created a **risk register** to log issues related stakeholder, and **technical debt**implemented solutions such as **time boxed code spikes**, pair programing, and stakeholder matrix for smother launch.
* Gathered requirements from business owner, stakeholders and wrote **user stories, epics**in collaboration with the development team, breaking stories into executable and estimable task.
* Consistently **reprioritize** the Product backlog for **maximizing business value** or return on investment (ROI) on the developmental effort.
* Prioritized stories based on **MoSCoW** and **Kano model** and created a customized **Decision making matrix** taking, business value, technical issues, release planning and financial aspect into account.
* Identified technology trends in mobile space trends and implement features such as **expandable UI.**
* Led the **ideation**, design, development, and deployment of new user experience and user interface specifications.
* Worked with the **Scrum Development team** to come up with **Acceptance Criteria** for the **Product Backlog Items**
* Constantly **kept stakeholders involved** with timely and relevant updates through the entire lifecycle
* **Partnered with design and development teams** to **articulate product needs**, refine as needed, and drive efficient and effective progress.
* Worked with **other Product Owners** to **align the goals of the product** and made sure that the dependencies were addressed before releases
* **Managed various stakeholders' expectations** through the development lifecycle of the product
* Worked with the team to**decompose epics, themes and features into user stories that met the INVEST criteria** in the **Backlog Refinement Meeting**
* Utilized **A/B testing**, **Google Analytics**, to gather data and analytics on user behavior. Used those to inform and validate the product feature decisions
* Consistently communicated the **vision of the features** with the Scrum Development team
* **Designed Wireframes** for multiple screens for the team to get a better understanding
* Made several**presentations to the management**about the product's progress with the help of **Burn-Up Charts,**and other**metrics.**
* Worked with the team to refine the **"Definition of Done"**

**Environment:** Agile Scrum, MS Project, JavaScript, Microsoft Visio 2013, JIRA, Web services- SOAP/REST, Android

**Client: Infogain India Pvt. Ltd Jan 2013- Aug 2016**

**Role: Product Owner**

**Responsibilities:**

* **Led the Backlog grooming**sessions in collaboration with dev teams to break down and reduce the complexity of **EPIC** so it could be understood, measured and independent.
* **Owned product backlog**to implement the release plan according to the schedules releases.
* Helped build the **Product Roadmap** by working with the Lead Product Owner and other relevant stakeholders; **managed the triple constraints** of **scope, schedule and cost** for the project
* Executed Product management **vision** of developing a modernized web application feature by**planning Sprints**and **evaluating product progress** by measuring progress through burn down charts.
* **Epic estimation prioritization**by teams and rollup to program level visibility and managing **WSJF (Weighted Shortest Job First)** process
* **Communicated** with stakeholders across the board, including customers, business managers, and the development team to make sure the **goals are clear and the vision is aligned** with business objectives
* Prioritized **product backlog** by assessing sprint reviews, technical debt to maximize business value.
* Managed a team of engineering and designers to build and ship a **minimum viable product (MVP).**
* Led **a scrum team of 7 developers** specializing in web, backend and API development to break **EPICS** into measurable user stories and tasks, helping business to predict risks and manage release plan.
* Created a **risk register** to log issues related stakeholder, and **technical debt**implemented solutions such as **time boxed code spikes**, pair programing, and stakeholder matrix for smother launch.
* Gathered requirements from business owner, stakeholders and wrote **user stories, epics**in collaboration with the development team, breaking stories into executable and estimable task.
* **Elicited requirements** using **Interviews, JAD Sessions Document Analysis, Business Process Descriptions, Use Cases, Competitive Product Analysis**, and/or **Requirements Workshops**
* Lead our SCRUM team to deliver 100% of our sprint and release commitments on-time
* Evaluate new and existing feature enhancement requests based on **market demand, ROI and client impact. Collaborate with Dev/QA** leads during product development.
* Works closely with Product team and other stakeholders to understand the **business objectives and actual results of the work**
* Monitored and analyzed syndicated data on products and **competitors** to **identify market insights**
* **Prepared sales and marketing presentations**; educated staff on new products and technologies that were growing in the industry
* Worked with various stakeholders on **identifying risks created mitigation strategies** for the same
* Made regular **presentations** to **Portfolio stakeholders** with **program level plans** and **status updates** to keep the visibility to **stakeholders,**improving stakeholder engagement and risk planning
* Provided consultation support to **identify key requirements, defined project scope, developed project plan and schedule, provided leadership** to internal teams for delivering key initiatives
* Worked with multiple teams at various levels to **record risks, reports and metrics**
* Performed project management services which included **project estimates, test planning, management** and **reporting** to facilitate **project delivery of key milestones**
* Ensured successful **resolution of impediments** escalated by the Scrum Masters, when the impediments were out of Scrum Masters' span, by **successfully navigating through organizational structure**
* Helped the management **create multiple release plans** that assisted in creating the product road-map

**Client: Infogain India Pvt. Ltd. March 2011 – Dec 2012**

**Role: Digital Product Owner**

**Responsibilities:**

* **Led the Backlog grooming**sessions in collaboration with dev teams to break down and reduce the complexity of EPIC so it could be understood, measured and independent
* Increased card activation by 8% by **developing “activate card”** feature, solving card activation issues.
* Increased new card users by 12% by developing “add card” feature for users with multiple credit cards.
* Reduced app size by 60% by **developing “activate” and “add card”** features using web view concept.
* Monitored and analyzed **Omniture** data on products and **competitors** to **identify market insights**
* Managed a team of engineering and designers and **build and ship a minimum viable product (MVP)**
* Build product roadmap mainly focused on achieving **Amex goal** of improving **active users** and **registered users**and**user engagement**.
* **Elicited requirements** using **Interviews, JAD Sessions Document Analysis, Business Process Descriptions, Use Cases, Competitive Product Analysis**, and/or **Requirements Workshops**
* Led **requirements analysis, validation and verification**, ensuring that requirement statements are complete, consistent, concise, comprehensible, traceable, feasible, unambiguous, and verifiable
* Participated in **Daily Stand-Ups**to understand the progress/ impediments for assessing the possible risk.
* Worked with **identified power users** for **beta testing** to **gather feedback** that helped directly in acquisition and also **improved user experience**
* Helped the management **create a marketing strategy** for the product launch across various platforms
* **Elicited** and analyzed the project's requirements and translated the same to the technical team
* Created various **UML diagrams** like **Class Diagrams, Use Case Diagrams, Activity Diagrams, Sequence Diagrams**using tools such as **MS-Visio**
* Reviewed and/or prepared system documentation and specifications in accordance with methodology
* Suggested areas for improvement in internal processes along with possible solutions
* Facilitated requirements prioritization based on business value
* Managed **requirements traceability information** and **tracked requirements status** throughout the project
* Managed changes to requirements through effective use of **change control processes** and tools
* Successfully **balanced technology and business issues** and communicated appropriately with both technology and business experts
* Engaged stakeholders to **gather software requirements**/**business rules**, and ensure alignment with business teams by using various **elicitation techniques like interviews, focus groups, brainstorming and GAP analysis**
* **Drafted and maintained business requirements** and aligned them with functional and technical requirements such as functional specifications, use cases, process diagrams, and data flow diagrams,
* Worked closely with the Project Manager and **conducted GAP Analysis** by **understanding the As-Is** and **To-Be** business process
* Identified and reconciled issues with the organization’s data to ensure accurate business requirements
* **Facilitated monthly meeting** to document requirements and explore potential solutions

**Environment:** MS Project, JIRA, Bootstrap, Java, JSP, HTML5, CSS3, JavaScript, Balsamic

**Client: Infogain India Pvt. Ltd. Oct 2008 – Feb 2011**

**Role: Project Analyst**

**Responsibilities:**

* Planning, execution, projects deliverables, on time completion, within budget, etc. as per Customer standards.
* Estimated Scope, resources, risks & cost decomposing the project using **WBS**.
* Designed & built scalable infrastructure and platform in Apache Hadoop to collect and process very large amounts of data.
* Managed and coordinated the day-day operational aspects of the Project. Served as the single point of contact. Facilitated the **Daily Scrum, Sprint Planning/Review**, Backlog Grooming and Sprint Retrospective meetings.
* Partnered with the internal Product Management teams to drive requirements and continuously interacted with stakeholders to set expectations, review objectives and coordinate resources across the individual projects.
* Gathered the business requirements from the Subject Matter Experts **(SMEs).**
* Involved in installing **Hadoop Ecosystem** components.
* Used to manage and review the Hadoop log files.
* Supported **Map Reduce** Programs those are running on the cluster.
* Involved in **HDFS** maintenance and loading of structured and unstructured data.
* Wrote Map Reduce job using **Java API**.
* Involved in managing and reviewing Hadoop log files.
* Written Hive queries for data analysis to meet the business requirements.
* Creating Hive tables and working on them using **Hive QL.**
* Utilized Agile Scrum Methodology to help manage and organize a team of 4 developers with regular code review sessions.
* Implemented project using Agile Scrum methodology with **JIRA** as the **PPM** tool for creating and estimating user stories, building a sprint backlog, identifying team commitment and velocity, visualizing team activity, reporting on team progress.
* Created training documentation and provided training to operational teams.
* Continuously tracked project budget by monitoring resource usage, manage scope meticulously and ensure project costs do not overrun.
* Developed release schedules and intermediate milestones.
* Identified risks and tracked them using **RACI matrix** while ensuring risk mitigation plans are in place. Communicate release plans and publish release notes.
* Improved team velocity by incorporating capacity planning into sprint planning sessions. Worked closely with the Development team, **BA** and **QA teams** as well as Stakeholders and members of management to resolve any issues.