

## EXPERIENCE

A result-driven professional with over 14 years of experience as a digital Product Manager with competence in Solution Design, Product management, Business Development, Client management and Strategy consultant.

- Experience in managing cross-functional/location teams through complete SDLC from Concept evaluation, Business Requirements, Business Strategy, Requirements Analysis, System Design, Development, and Implementation.
- Experience in managing P&L for building strategy for new product development and adding new value proposition to existing product.
- Experience in Product Management for an e-commerce, transaction-based, retail, including multiple product launches (web or mobile) and roadmap ownership.
- SME in ecommerce/retail/operation - subscription, price match, order/fulfillment management model across Omni-channel.
- Analyze and manipulate market analysis data extracts, conduct quantitative analysis for complex target segment. Perform deep dive data analysis to evaluate product performance in various customer segments and territories.
- Build strategy for Go/No Go Market for any product launch.
- Lead and collaborate with other stakeholders on guidelines, compliance and sales / service to help develop strategies for assigned on product enhancements and settlement practices based on industry trend
- Good experience of Artificial Intelligence(AI)/Machine Learning technologies, in order to evaluate their applicability in use cases
- Experience in release/milestone management using Agile methodology, interpreting user needs and writing Business
- Direct scope documentation, use cases, workflows, wire-frames, needed to support UI/UX design (web, mobile, Data Analytics, SEO, AEM) followed by development using MVP A/B testing.
- Create product roadmap and execute product strategy while adding value proposition for existing product or for NPI ,and business plans for range of products based on customer focused research
- Led, trained, managed conflicts and mentored cross-functional and cross-technical project teams at both onsite and off shore locations, and efficient in vendor, stakeholder management, competitive market analysis.
- Elicit Business and user needs with technical constraints to discover the true requirements underlying feature requests, recommending alternative approaches, and lead and inspire engineering efforts to meet objectives, increase ROI.
- Coach PMs on how effectively product can be build and grown with time with scalability and agility to market.

**Certification: Six Sigma, QMS, CSM (Scrum Master), SaFe4**

**Tools: MS Project, JIRA, Rally**

### **07/20 – Present Foot Locker (Retail/e-commerce): Principal Product Manager**

- Build product strategy to generate sales, cut operation cost, and improve customer experience for omni-channel.
- Review Omni-channel business goal for a fiscal year and build/own strategic & tactic roadmap.
- Collaborate with stakeholders to identify and prioritize digital roadmap for shopping and purchasing/checkout exp.
- Build strategy to do market research and competitive analysis and define MVP
- Direct user experience to design product solution keeping OKRs, scalability in mind and data team to support /prioritize so that product is capable to support expanded market.
- Direct and prioritize functional area – SEO for better ranking and effective merchandiser experience using AEM.
- Collecting of business and systems requirements from internal and external stakeholders helping technical and operational teams convert those requirements into new processes and systems, and driving those teams to launch.
- Collaborate with operational and technical team to continuously improve product development process.
- Strategize to build product can be repurposed for different market globally and expand consumer segment across market and stay effective with product value proposition.

### **07/19- 06/20 JP Morgan Chase (Merchant Service Payment Process): Sr Product Manager**

- Review product journeys to determine product roadmap per market, of global expansion, business criticalities.
- Create a framework to map the critical business flows back to stakeholders
- Work with stakeholders and Subject Matter Experts (SMEs) to confirm critical business flows.
- Define the MVP/market and determine metrics to measure critical business flows upstream.
- Partner with Product leads to build strategy to implement MVP for global expansion solution per market.
- Partner with product leads and technology to define entire payment process(authorization, Settlement, Funding, product pricing ) for mid to large market clients
- Work with technology, user journey, compliance to build roadmap and release management in agile fashion.
- Partner with tech, operation team to define operation and service model for future state to cater all client requests.

- Build business KPIs from client acquisition to onboarding and servicing to measure product profitability, performance, revenue trend (AARM)
- Collaborate with technical development teams to build out dashboards to measure all business areas, for stakeholders(product,service,ops,finance)
- Build a process to ensure critical business flows, metrics and dashboards remain evergreen as the business evolves

**08/18-07/19 Walgreens Boots Alliance (Pharmacy Retail/e-comm): Sr Product Manager, Deerfield, IL**

- Drive the initiative to define the MVP for short/long term by collaborating with stakeholders, and combining with understanding market competitiveness, and cross functional team to prioritize the strategic roadmap, using agile lean product development.
- Responsible for the strategic development of new features and management of existing features for the Key Product area that will serve to drive traffic, operational efficiency, better user experience, revenue growth for the omni-channel operating and customer environment.
- Collaborate with Ops, IT, Marketing and Merchandising to lead product management the strategy & roadmap and driving a shared product vision, expanding awareness and use of customer-focused approaches across a wide range of cross-functional resources.
- Responsible for BAU and continuous improvement of user experience, operational efficiency for Order management and Fulfillment management.
- Build metrics to measure product success (KPI) of each project as they progress, help reprioritize features based on newly added asks, risks.
- Collaborates with cross-functional, engineering, legal and UI/UX teams to deliver a best-in-class user experience and drive implementation of new product features and strategies.
- Performs as Product Management and Agile SME and as consultant to senior management and key stakeholders in area of expertise, help decide which capability should be prioritized, based on technical feasibility, business value, for short and long term product launch efforts.

**09/17 – 07/18 Best Buy (Retail/E-comm): Portfolio Product Manager, Chicago**

- Manage full project/product life cycle for multiple projects running under ECC (IVR, AI/ML) building business case, creating business requirements, deploying and tracking.
- Review the LOB's goals and customer experience, leads cross-functional teams to envision new innovative/continuously improve products, features, product concepts and develop user stories to optimize roadmap.
- Define and analyzes markets, including but not limited to the measurement and analysis of existing products and services and evaluates technologies and identifies opportunities to innovate and improve.
- Build sustainable process for business cases and tracking of project financial results by building sustainable metrics.
- Assist day to day management of capabilities for the existing projects, and build and prioritize capabilities for upcoming projects, accommodate Ad-hoc requests as needed.
- Responsible for end-to-end order management / improvement/ defect triage against fulfillment across all channels.
- Initiated the self-serve order management in order to save operational cost and improve customer experience.
- Prioritize all business benefits for several LOBs, to be proposed for funding, using business agility, and help respective LOB teams to decide on the new priority to work on.
- Facilitate meetings with different LOBs/ sales/marketing/call center to understand the program need/elicit asks
- Build metrics to measure financial success of each project as they progress, help reprioritize features based on newly added asks, risks.
- Conduct sessions with each LOB team to build product road map based on must have, performance improvement, delighter factors.
- Drive AI initiative, collaborating with several stakeholders and identifying functions to be part of it, to build strategy/roadmap for incremental implementation for operational efficiency/cost savings and better customer experience.

**01/16 – 08/17 Northern Trust: Sr Product Manager, Chicago, IL**

- Product lead of asset/wealth management products comprised of two separate tech/product teams for web application/Big Data, build strategy for product development roadmap.
- Build and present end to end executive product updates inclusive of current production metrics, new feature delivery planning and financial forecasting depending on ROI.
- Built strategy for data modeling to data services in Hadoop working with data developers.
- Improved in our key customer experience metrics, stakeholders, and driving alignment for new programs at high levels of the organization
- Managed development of redesigned or from idea to live product.
- Directed product vision while working with business users, stakeholders by doing gap and SWOT analysis.

- Implemented SAFe in enterprise level to streamline the product/service delivery and by using lean product development process identified, and prioritized on most valuable part of MVP.
- Managed development of apps from idea to live product. Created user flow diagrams and PRDs, collaborated with UX designers to develop interface and worked alongside technology team.

**11/14-12/15 GE Aviation:** Product Manager, San Ramon, CA

Manage Project KPI while developing applications (PLM) for product analysis, improvement using agile methodology gathering business requirement from product owner and interpreting user needs, and build strategy for competitive product offering for the aviation services to retain existing customers and expand further customer segment.

- Led 15 member cross functional team staffed on multiple client accounts and provided business development strategy for developing product tools, which can be repurposed across other projects and expertise to design and implement effective and efficient technology solutions and process improvements to support future strategies, emerging business.
- Build relationship with stakeholders, and leverage prior engagement experience to elicit new development, plan and manage changes and other deployment activities for assigned applications following change management, configuration management.
- Build competitive market analysis while working with sales/marketing team and recommend product tool features.
- Managed cross-functional team, data analytics, UX, business, to define strategy to build product re-purposing existing data analytics and other re-usable services.

**2006-13 IBM GLOBAL SERVICE, RTP: Raleigh, NC**

**Blue Harmony CoE(Implementation of integrated human resources application)  
Managing Consultant 2011 – 2013(USA, China, India, Mexico, Germany)**

- Acted as engagement manager to understand business need of each cost-center while negotiating with cross-cost center for the budget allocation for implementing HR application and due diligence for continued support.
- Driving organizational agility through agile values, principles, and practices for software delivery by working with the executive, mid-senior management, and development teams.
- Successfully migrated more than 10 projects from Waterfall to agile within 6 months implementing change management
- Coached the team to implement agile methodology across cost-centers while educating traditional management about agile principles.
- Directed and collaborated UX design/architecture team resolving design/build issues, and build strategy for test plan to meet acceptance criteria and find gap in requirement.

**Service Manager at Medtronic(HealthCare),Supply chain management 2011(MN, Australia, China)**

- Played service lead role in a team of 7 members to launch new service area for SAP BI Portal integration and enhancement project for healthcare claim system, sales report and managed transition of Portal service from Medtronic to IBM.
- Increased 5% billing hours(ROI)within first year of two new tools acquisition, web application and implementation, which needed additional 5 senior BI SME to improve application performance.
- Advised client for the best practices of change management while proposing SAP Business Object dashboard

**Project Lead at H J Heinz(Retail), 2009 - 2009(USA, UK, NL)**

- Directed onsite SAP CRM and SRM portal implementation team of 10 members and formed IBM offshore team for the sales and procurement of the products, and customer's subscription in sales dashboard.
- Elicited additional works by executing SAP Business Object report collaborating with cross-functional teams.

**Service Lead at Philip Morris International(Retail), 2008 - 2009(USA, Poland, Malaysia)**

- Managed an onsite/offshore team of 50 member cross-functional team to implement HR application across 6 countries, by change management work plan, conducted routine status reporting, and identify issues and manage risks.
- Increased 3% revenue over previous year by executing concept based on future direction of SAP product, needs to be used by client to stay competitive and increase profit margin, and forming a new service line, needed additional 10 SME billing hours for development and support, for three year contract.

**Service Lead, Johnson and Johnson(Pharmaceutical & Healthcare) Implementation of supply chain and process management , 2006 - 2008(NJ,USA, Belgium)**

- Executed SAP CRM and MDM, BI Portal leadership in a cross-functional team of 15 onsite/offshore consultants towards delivery of sales dashboard development and migration through design, implementation.
- Managed a service interface for customer support, order to cash management and distribution services via CRM, OTC.

### **EDUCATION**

**DUKE UNIVERSITY, The Fuqua School of Business, Durham, NC**

*Master of Business Administration -2015*

**ILLINOIS INSTITUTE OF TECHNOLOGY, Chicago, IL**

*Bachelor of Engineering -2006*