**Aman Dixit**

**Product Manager | Certified Product Owner | Business Analyst | Scrum Master a1.dixit14@gmail.com |** [**LinkedIn**](https://www.linkedin.com/in/dixitaman) **| +1(7320-860-2979 | Dallas, Texas**



# PROFESSIONAL SUMMARY

* **Over 8 years of experience in Project Management, Product Management, and Business Analysis across the Telecom, Finance, Aviation, and Energy sectors, with expertise in companies like Samsung, T-Mobile, Texas Capital Bank, SpiceJet, and NTPC Ltd.**
* **Proven expertise in managing product backlogs, creating Business Requirement Documents (BRD), Functional Requirement Documents (FRD), and Product Requirement Documents (PRD) to ensure alignment with business goals by gathering requirements, prioritizing features, and managing change requests.**
* **Stakeholder Management: Successfully engaged with C-level executives, business stakeholders, and clients to understand needs, manage expectations, and maintain clear communication on product development progress.**
* **Liaison Between Development and Business Teams: Acted as a bridge to ensure seamless communication, aligning technical and business objectives, and resolving issues promptly.**
* **Skilled in Facilitating Scrum Ceremonies such as Daily Stand-ups, Sprint Planning, Sprint Reviews, and Retrospectives, ensuring team collaboration and effective sprint execution.**
* **Expertise in Agile delivery methodologies and digital transformation initiatives, with hands-on experience leading cross-functional teams in dynamic project environments.**
* **Certified in Certified Scrum Product Owner (CSPO), CCNA, AI in Product Management by Google Cloud, and Full Stack Development with a focus on React.**
* **Strong background in SDLC, Agile, and Waterfall methodologies, ensuring efficient project lifecycle management from conception to final delivery.**
* **Experienced in User Story Creation, UAT, Test Planning, and Documentation, with strong skills in GUI Testing, Backend Testing, and Integration Testing.**
* **Holds two master’s degrees in computer science from the University of Pittsburgh and Information Security from the University of the Cumberlands.**
* **Demonstrated ability to manage competing priorities in complex project environments, delivering high-quality products while meeting business objectives and timelines.**
* **Technical Expertise in Full Stack Development: Hands-on experience with front-end technologies like HTML, CSS, JavaScript, React, and back-end frameworks like Node.js, Express, MongoDB, and SQL, ensuring seamless product development and integration.**
* **Proficient in tools such as JIRA, Confluence, MIRO, and Google Analytics for seamless project execution, collaboration, and reporting.**
* **Advanced Prototyping & Product Road mapping: Proficient in creating wireframes and prototypes using tools like Figma and Trello, alongside maintaining detailed product roadmaps to ensure strategic alignment and timely delivery of product milestones.**
* **Strong analytical and problem-solving skills, with a focus on strategic decision-making and continuous process improvement to drive business success.**

# SKILLS & COMPETENCIES

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| **Product**  **Management** | Agile Methodologies, Prototyping, User Story Creation, Product Road-mapping |
| **Business Acumen** | Requirements Gathering, Stakeholder Management, Market Research, DataDriven Decision Making |
| **Technical Skills** | HTML, CSS, JavaScript, Python, React, SQL, Node.js, Express, Git, GitHub, Visual Studio Code |
| **Testing** | UserTesting, Postman, Wireshark |
| **Tools** | Confluence, Miro, Trello, Figma, Kanban, Slack, Circle, Google Analytics |
| **Methodology** | SDLC, Agile/SCRUM, Waterfall, ER Diagrams |
| **Management Tools** | JIRA |
| **Modeling Tools** | Microsoft Visio |
| **Database** | Oracle, MS Access, DB2, SQL Server 2008, MongoDB |
| **Microsoft Tools** | Word, Excel, PowerPoint, Access, Publisher, FrontPage, Project, SSIS, SharePoint |
| **Testing Strategies** | SIT, Unit, System, Black Box, White Box, UAT |
| **Reporting Tools** | Crystal Reports, SQL Server Reporting Services |
| **Project Management** | Gantt Charts, WBS, Capacity Planning, Budget Management, Risk Assessment |

# EDUCATION

* **University of Pittsburgh-** *Master of Science in Computer Science (3.7/4.0)*
* **University of Cumberlands-** *Master of Science in Information Systems Security (4.0/4.0)*
* **Jaypee University of Engineering and Technology -** *Bachelor of Technology in Electronics and Communication Engineering (3.5/4.0)*

# CERTIFICATIONS

* **CSPO:** Certified Scrum Product Owner
* **CCNA:** Cisco Certified Network Associate
* **ICP-APO:** ICAgile Certified Product Ownership – ICAgile
* **ICP –** ICAgile Certified Professional
* **Google Cloud** - AI for Product Management
* **University of Maryland College Park**: Product Management Essentials
* **Full Stack Development:** PrepInsta Full Stack Development in MERN Stack
* **Programming with JavaScript –** Meta

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| **PROFESSIONAL EXPERIENCE** |  |
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| **GuruSchools LLC** | **Jun 2019 - Present** |

**GuruSchools LLC. is one of the leading IT consulting and outsourcing partners with 100+ Fortune 500 companies in different domains like banking, medical health insurance, financial services, auto insurance, oil and gas, entertainment, transport, retail, telecom, healthcare, education, manufacturing, telecom, utilities, pharma, automotive, etc.**

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| **Client: Maven Solutions, Austin Texas**  **Role: Product Manager** |  |  |  | **Jan 2024 – Present** |

**Maven Solutions is a trusted partner for leading enterprises, SMEs, and technology innovators. The company elevates business value by providing custom software development, product design, QA, and consultancy services. Maven Solutions also builds and manages remote, dedicated development teams tailored to meet the specific needs of each client.**

* **Led Product Development:** Directed the lifecycle management of an AI Chatbot tool incorporating Generative AI and NLP Algorithms, from initial concept to market delivery, achieving a substantial increase in user engagement and revenue growth within the first quarter post-launch.
* **Market Research & Analysis:** Executed in-depth market research, user interviews, and data analysis to identify and address customer needs. This resulted in a 23% increase in user satisfaction and product adoption by prioritizing product backlog items effectively.
* **Agile Facilitation:** Orchestrated agile ceremonies, including sprint planning, backlog refinement, and daily stand-ups, fostering efficient team collaboration and ensuring continuous product delivery.
* **Stakeholder Management:** Served as the primary liaison between business stakeholders, development teams, and end-users. Successfully drove consensus on product priorities and roadmap decisions while overseeing UAT sessions to ensure features met user expectations and acceptance criteria.
* **Cross-functional leadership:** Led cross-functional teams comprising developers, designers, and QA specialists to deliver innovative product solutions that align with user needs and business objectives.
* **UAT Oversight:** Managed User Acceptance Testing (UAT) sessions to validate new features, ensuring they met user expectations and acceptance criteria.
* **Subject Matter Expert:** Established a reputation as the subject matter expert for the product, consistently delivering customer value and effectively managing the product backlog.

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| **Client: Samsung Electronics America, Plano Texas Role: Technical Product Owner** | **Nov 2020 – Dec 2023** |

**Samsung Electronics America is a leading innovator in consumer electronics, mobile devices, and enterprise solutions. As a subsidiary of Samsung Electronics Co., Ltd., it provides cutting-edge technology and products, including smartphones, home appliances, and digital media, while driving advancements in areas like AI, IoT, and 5G to enhance everyday life and business operations**

* **Defined Product Vision:** Established the roadmap and vision for the Knox Network Support App, a critical tool for Samsung’s B2B clients like AT&T and T-Mobile, enhancing network support and maintenance utilizing expertise in 4G LTE and 5G technologies.
* **Backlog Management & Prioritization:** Managed and refined the product backlog, prioritizing features based on business value, customer feedback, and market trends, leading to a 30% increase in customer satisfaction.
* **Facilitated Agile Ceremonies:** Facilitated Scrum ceremonies, including sprint planning, backlog refinement, and daily stand-ups, ensuring effective team collaboration and continuous delivery.
* **Led Cross-Functional Teams:** Directed teams of designers, engineers, data scientists, and marketers to launch new features, iterate improvements, and streamline operational processes, achieving a 20% reduction in time-to-market.
* **Strategic Product Launches:** Led strategic product launches and seasonal campaigns by defining user journeys, executing go-to-market strategies, and coordinating cross-channel campaigns, increasing app usage.
* **Conducted User Research:** Performed competitive analysis, user research, and A/B testing to understand user needs, establishing metrics to measure success and drive enhancements.
* **Enhanced User Interfaces:** Focused on front-end development, working closely with developers on React to implement modern design principles, creating intuitive and responsive interfaces, and improving user engagement and accessibility.
* **Automation Testing:** Utilized Python and Selenium for automation testing, ensuring high-quality product releases and reducing manual testing efforts.

# Client: T-Mobile, Plano Texas Jan 2020 - Oct 2020 Role: Product Owner/Business Analyst

**T-Mobile is a major telecommunications company known for providing wireless voice, messaging, and data services. As a subsidiary of Deutsche Telekom, it is renowned for its competitive pricing, extensive 5G network, and customer-centric approach in the U.S.**

**market.**

* **Stakeholder Collaboration:** Worked closely with stakeholders to prioritize features based on customer feedback and market analysis creating a product roadmap that guided development sprints and delivered high-quality outcomes.
* **Requirement Gathering & Analysis:** Gathered and analyzed product requirements, conducted thorough debugging, and provided actionable feedback to development teams, enhancing product iteration cycles by 20%.
* **Backlog Refinement & Prioritization:** Collaborated with the Product Owner on backlog refinement and prioritization, defining user stories and acceptance criteria to ensure alignment with business goals.
* **Cross-functional collaboration:** Worked closely with product development teams to align technical testing outcomes with business requirements, ensuring a 95% pass rate in validation tests.
* **Comprehensive Product Testing:** Conducted extensive product testing for Small Cells & CPE, ensuring adherence to industry standards and achieving a reduction in postdeployment defects.
* **Product & App Development:** Worked with four different types of Sprint Femto Cells and their corresponding apps, assisting the Product Manager in refining and prioritizing the backlog to ensure high-quality deliverables.
* **Documentation & Reporting:** Created detailed documentation and reports on product features, testing outcomes, and project progress to keep stakeholders informed and support data-driven decision-making.

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| **Client: Texas Capital Bank, Dallas Texas Role: Business Analyst/Scrum Master** |  | **Jun 2019 – Dec 2019** |
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**Texas Capital Bank, headquartered in Dallas, Texas, is a leading commercial bank that provides a wide range of financial services to businesses and high-net-worth individuals. Established in 1998, it has grown into one of the most respected financial institutions in the region, offering tailored banking, lending, and treasury solutions.**

* **Analyze and Evaluate Transactional Data**: Perform in-depth analysis of financial transactions and customer activities to identify potential risks, ensuring compliance with AML regulations while utilizing Scrum methodologies to optimize team workflow.
* **Facilitate Agile Ceremonies**: Lead Scrum ceremonies such as Daily Stand-ups, Sprint Planning, and Retrospectives, ensuring that the AML team collaborates effectively to meet project deadlines and business objectives.
* **Optimize ETL Processes & Ensure Data Integrity**: Design, manage, and improve ETL processes to handle large volumes of financial data with efficiency, while continuously optimizing workflows through Agile sprints for better data integration and quality.
* **Collaborate for Compliance & Regulatory Adherence**: Work closely with compliance teams to implement and update policies, ensuring adherence to regulatory requirements, while managing Scrum teams to deliver timely updates on AML monitoring systems and strategies.
* **Coordinate System Upgrades & Process Improvements**: Manage projects related to system upgrades or new tool implementations, coordinating with cross-functional teams using Agile frameworks to ensure seamless delivery and process optimization.
* **Prepare Reports & Stakeholder Communication**: Compile detailed reports for regulatory bodies and internal stakeholders, summarizing findings and recommendations from AML investigations, while keeping the team aligned through transparent communication during Scrum ceremonies.

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| **SpiceJet, Gurgaon India**  **Role: Project Manager/Scrum Master** |  | **Jul 2016 - Jul 2017** |

**SpiceJet is one of India’s leading low-cost airlines, known for providing affordable and reliable air travel across domestic and international routes. With a focus on efficiency, customer satisfaction, and innovative services, SpiceJet operates a fleet of modern aircraft and connects passengers to over 50 destinations.**

* **Project Planning & Business Analysis:** Lead aviation-related projects from initiation to delivery, analyzing business needs and translating them into project requirements. Work closely with stakeholders to ensure that solutions align with business objectives and industry standards.
* **Agile Facilitation & Requirement Gathering**: Serve as Scrum Master, facilitating sprint ceremonies while gathering and refining user stories and business requirements. Collaborate with teams to ensure the product backlog is prioritized based on business value and technical feasibility.
* **Stakeholder Engagement & Solution Design**: Liaise with internal teams, external vendors, and regulatory bodies to gather insights and validate requirements. Ensure that business goals are translated into effective aviation solutions while managing expectations and timelines.
* **Progress Tracking & Business Value Delivery**: Utilize tools like JIRA and Confluence to monitor project progress, ensuring alignment with both business and project goals. Deliver regular reports on KPIs such as on-time performance, cost efficiency, and business impact.
* **Risk Management & Process Optimization**: Continuously assess risks, business impacts, and opportunities for process improvement. Propose and implement solutions that enhance efficiency while ensuring compliance with aviation industry regulations.

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| **NTPC Limited, Noida India Role: Business Systems Analyst** |  |  |  | **Feb 2015 - Jun 2016** |
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**NTPC Ltd is India's largest power utility, specializing in the generation and supply of electricity. Established by the Indian government, it operates numerous thermal and hydropower plants across the country, playing a crucial role in India's energy sector and contributing significantly to the nation's power needs.**



* **Develop comprehensive reports and documentation** on project performance, financials, and operational metrics to support informed decision-making and strategic planning for NTPC’s power projects.
* **Design and execute project plans** for new power plant installations, upgrades, and system enhancements, ensuring alignment with organizational objectives and compliance with regulatory standards.
* **Analyze operational data** from power generation processes to identify inefficiencies and recommend improvements, contributing to enhanced energy production and distribution across NTPC’s facilities.
* **Collaborate with key stakeholders**, including engineers, contractors, and regulatory bodies, to gather project requirements and ensure timely delivery within budget and project scope.
* **Monitor project progress and performance**, proactively addressing risks and challenges to keep projects on track and ensure successful outcomes.
* **Implement project management best practices**, continuously optimizing processes and leveraging data analysis to improve operational efficiency and support NTPC's growth.
* **Facilitate cross-functional team meetings** to ensure alignment and effective communication among all project participants, fostering collaboration and resolving any issues that may arise.
* **Develop and maintain project dashboards** and performance metrics to provide realtime insights into project status and key performance indicators, enabling better tracking and reporting of progress.