CHAITRA

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# Professional Summary

Results-driven product manager with 8 years' experience in end-to-end product and service lifecycle management, cloud technology (AWS), agile methodologies, stakeholder management, and cross-functional collaboration. Led re-architecture of online food delivery platform that serves 400 customers, increasing onboarding by 20 percent; built AWS architecture review team completing 40+ reviews, indirectly bringing in half million revenues.

# Professional Experience

**Product Manager Finance** Apr 2023 - Current

Lincoln Financial Group Illinois, USA

Lead in the creation of the Finance product vision with the stakeholders involved in the process, such as Developers, Testers, UX/UI Designers, Business Analysts, Subject Matter Experts

* Developed high-level and low-level documents like Business Requirement Document (BRD), and System
* Requirements Specification (SRS), and Business process flow (As-is and To-be) document.
* Facilitated Sprint Planning, Daily Stand Up&, Sprint Review, Sprint Retrospective, and Backlog Grooming sessions.
* Facilitated backlog grooming and assisted the PO to develop acceptance criteria.
* Review, prioritize and plan the Finance product roadmap of features based upon unit and revenue targets for all releases.
* Facilitated daily Scrum, sprint planning, and retrospective meetings for 2 agile teams, increasing team velocity by 10%.
* Use logic and analysis to identify the strengths and weaknesses, the costs and benefits, and the short- and long-term consequences of different solution approaches.
* Decreased product delivery delays by 25% using Jira for efficient project management and tracking.
* Managed product development timelines and processes using Scrum methodologies and decreased time-to-market by 18%.
* Strong analytical skills and expertise with various Project management methodologies and tools, (Waterfall, Agile, and Iterative).
* Proven track record of managing complex, highly technical projects across functions and business lines.
* Ability to balance structure and flexibility, with a drive toward results and accountability.
* Experience including on-site and offshore project management, technology strategic planning and implementation.
* Knowledge of project management tools, methods and best practices such as those defined by the Project
* Experience in developing detailed project management plan and work breakdown structure, executing project work plans and updating them as appropriate to meet changing needs and requirements..
* Hands on experience in creating variety documents like Business requirement documents, Functional specification, Use cases, User stories,
* Test Cases, Test Plan, and Change Control documents etc.
* Performed project management activities in the PMO such as progress reports, project status update in SharePoint, project planning using Microsoft project
* Created Narrative Use Cases, Use Case diagrams, Sequence Diagrams, Activity Diagrams, State Diagram, Flow Diagrams and other related UML diagrams.
* Produce Statement of Work (SOW) to include scope of work, task breakdown, level of effort, duration and costs.

**Product Manager** Nov 2021 - Mar 2023

### POS, Web, Kiosk

Abacus POS Systems Melbourne, Australia

Led cross functional teams specialized in B2B software development for Restaurant POS, Kiosk, Customer Display, and Kitchen Display systems.

* Successfully optimized features in existing online ordering platform (ordering, loyalty, portal) based on VOC, resulting in an increase of customer interactions by 20% tracked through stripe payment platform.
* Experienced in strategizing marketing campaigns to the target customers highlighting the distinctive competitive features in the mediums of email, website and events.
* Facilitated Microservices application architecture brainstorming for reengineering modules, worked on project schedule, testing and deployments requirements definition.
* Implemented new UI/UX enhancements through surveys and market research using Figma/Adobe XD in 2.0 version, driving 10% increase in revenue by onboarding large franchises.
* Coordinated the launch of 2 new website versions boosting online presence.
* Created As-is and To-be prototypes, workflows on Figma aiding developers & stakeholders understand website journey and manage dependencies.
* Collaborated closely with sales, marketing, and support teams to address and resolve over 1,000 reported product bugs, significantly enhancing user satisfaction to 96% via Jira Service Management.
* Implemented support structure yielded resolution rate of above 95% within 24 hours of issue submission.
* Managed backlogs effectively, ensuring the team focused on high-impact features, which led to a 20% improvement in product delivery efficiency.
* Led and successfully managed payment integration projects Beta testing with cross functional teams strategically partnering local AU banks and restaurant merchants.
* Fostered collaboration with restaurant merchants, actively involving them in feature testing for usability and issue identification at an earlier stage, sharing status reports.
* Applied Lucidchart to create use case diagrams and specifications, supporting the design of comprehensive test plans.
* Conducted Gap analysis by identifying As-Is and To-Be scenarios, bridging gaps using process flows developed with Microsoft Visio.
* Collaborated with the product owner in backlog grooming meetings, using JIRA to visually prioritize and track user stories.
* Utilized ClickUp to interact with other departments, track requirements/ dependencies/ testing features.
* Assisted in testing and defect logging using tools like Postman, enhancing product quality and usability.
* Utilized JIRA to track Sprint Planning, Daily Stand Up, Sprint Review, Burn charts and Sprint Retrospective sessions.
* Conducted training sessions for CSM and prepared user manuals, utilizing Microsoft to create intuitive process illustrations.
* Coordinated with the product owner to track team progress through burn down charts, visualizing data using Lucidchart.
* Broke down epics into user stories with the product owner using the Relative Mass Evaluation model.
* Designed use case diagrams and wrote their specification in the use case specification document.

**Senior Business Analyst** Jan 2019 - Nov 2021

Minfy Technologies Hyderabad, India

* Experienced Business Analyst / Project manager in AWS Cloud technology EC2, ELB, WAR, EBS,S3, DynamoDB, Aurora, CloudFront, VPC, Migration, Access Management, Environment Auditing.
* Worked in a public sector project of migration of Databases containing around 3 crore applicants information from on prem to DynamoDB.
* Experienced in information gathering, stakeholder management, architecture brainstorming, project management, presales, sales and marketing of AWS projects.
* Successfully collaborated on Business Plan and launched the AWS Well-Architected Review program at Minfy, leading and overseeing more than 40 review cycles over a span of 2 years.
* Employed analytical thinking and provided unique insights during Well-Architected Review assessments, enhancing the understanding of AWS risk management programs to stakeholders.
* Actively engaged c-suite stakeholders, driving an impressive 85% on-time completion rate of Risk tracker assessments.
* Initiated and led strategic initiatives to automate document reviews, significantly reducing the time spent on the process by 30% while ensuring 100% compliance.
* Conducted extensive market research on risk/benefit trade-offs and cost/value analysis of cloud services, resulting in an improved product portfolio for Minfy.
* Planned and executed event and campaign related marketing activities with aid of Amazon marketing teams.
* Successfully managed two large migration projects involving over 100 VMs across industries such as Entertainment and Mortgage.
* Led in-house and digital workshops with customers to educate and drive migration initiatives.
* Played a key role in managing AWS Work-streams, collaborating with leadership and cross-functional business teams, and achieving global recognition.
  + Coordinated teams across the organization to attain recognition in the AWS Partner Network through competency projects, marketing collaterals, social media posts (SAP Competency, Migration Competency)

**Associate Business Analyst** Aug 2015 - Dec 2018

Nikee Business Group Melbourne, Australia

* + Thoroughly researched and comprehended the Immigration Law, assessing associated dependencies for the applicants with Law.
  + Analyzed company-wide business processes to identify challenges and devised solutions using workflow software.
  + Created detailed documentation encompassing business and system requirements, process flows, and data models.
  + Transformed these into Vision Documents, Business Process Flows, Use Cases, and Non-Functional Requirements.
  + Led user interview processes at in-house and client locations, gathering and analyzing requirements using designed workflows.
  + Assisted in jad sessions with business users and stakeholders to define project scope, to identify business process flows and determine whether any as-is and to-be proposed requirements are impacted by new development efforts.
  + Conducted requirements gathering session with users; facilitate requirement validation sessions, work-group meeting session, reach out to users through emails and schedule meetings to gather requirements.
  + Documentation of requirements to prepare business requirement documentation (brd), functional requirement documentation (frd).
  + Worked closely with clients, business users, testing team and technical team to analyze technical constraints, issues, and risks.
  + Applied User Acceptance Testing (UAT) experience to ensure system reliability, enhancing product quality.
  + Led discussions and meetings with the development team to address related issues.
  + Developed training materials and conducted user training sessions across teams.

**Skills**

* Product Lifecycle management
* Project Management - Agile
* Usability Test Case Scenarios
* Product / Business Roadmap Strategy
* UI/UX - Adobe
* SQL and Databases
* JIRA / Jira Service Management/ Confluence / Asana / Click up / Zoho CRM
* Microsoft / Google Office tools

## Certifications

* + SAFe 6 Agilist Certified
  + Pursuing PMP
  + Business Analytics, Indian School of Business
  + AWS Cloud Practitioner Certified
* AWS Cloud Technology
* Tableau / Power BI
* HTML and CSS
* Business Analysis and Planning
* Process Improvement
* Compliance and Risk Management
* Stakeholder Management
* Schedule meetings
* Communication plans
  + Tableau Accredited

# Accomplishments

* + Achieved 5 AWS Competency Badges for Minfy - effectively aiding in generating half million USD revenue.
  + Collaborated with the Business teams of Amazon and Microsoft in the development of Annual Business Plans/Monthly/Quarterly reviews.
  + Awarded Best Team player multiple times

# Education

### Masters in Information Technology: Business Analysis 2015

Swinburne University Melbourne, Australia

Key Study Areas

Business Information Systems | Business Process Modelling | Enterprise Systems | System Acquisition | Requirement Analysis and Design | Business Intelligence | Information Systems | Project Management

* + Swinburne Scholarship for International Students Recipient
  + Professional Year Program: Job Preparedness course
  + Swinburne International Students Club MemberChaitra\_Manda\_Resume (6) (2)
  + Project: Data Transition from Excel to Cloud, Canterbury Surrey Hills Community Bendigo Bank

### Professional Development 2017

Performance Education Vic, Australia

**BTech: CSE**: **Computer Science** Apr 2012

Institute of Aeronautical Engineering Hyderabad, India