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## Product Owner

Certified SAFe 6.0 Product Owner with extensive experience in Agile methodologies and a robust background in quality assurance and team leadership. Skilled in defining and prioritizing product features, managing backlogs, and driving product vision to align with business goals. Proven ability to collaborate cross-functionally with stakeholders, developers, and designers to deliver high-quality products that meet customer needs. Adept at facilitating communication and transparency within the team, ensuring alignment and maximizing value delivery. A proactive problem solver with a keen eye for detail, committed to continuous improvement and fostering a culture of excellence.

## Core Competencies

Agile methodologies | Scrum framework | Product roadmap development | Product Backlog Management | Sprint planning and execution | Strategic Decision-Making | Stakeholder Engagement, Communication and Presentation skills | Cross-Functional Team Collaboration and Leadership | Prioritization techniques | User research and analysis | Data-driven decision making | Product requirement definition| Product Vision and Roadmapping | User Story and Acceptance Criteria Development | Product Release/Performance monitoring | Post-release analysis | Key performance indicator (KPI) tracking | Customer satisfaction measurement | Market trend analysis | Business objective alignment | Quality Assurance and Testing | Adaptability to Methodologies | Customer and Market Focus | Analytical and Problem-Solving Skills | Risk Management

Technical Skills Requirements Management: JIRA, SharePoint, qTest, Confluence Business Analysis Tools: PowerBI, Tableau, MS Office 365

Business Analysis Techniques: GAP Analysis, Value Stream Mapping, Root cause analysis, Cost-benefit analysis, Scenario planning, Customer journey mapping, Splunk Logging

Defect Tracking Tools: JIRA, HP ALM, Rational ClearQuest

Database Technologies: Oracle, PostgreSQL, SQL Server, Mongo DB, No-SQL

## Professional Experience

Automated Data Processing (ADP) **April 2015 - July 2024**

### Project: Approvals & Notifications Dashboard

Role: Product Owner **Jan 2023 – July 2024**

* Translate business requirements and technical information into non-technical and functional terms for communication
* and collaboration with development, operations, and leadership groups. Understand the overall vision and business
* value of the solution proposed.
* Serve as first line of support for data issues and data subject matter expert (SME) for client. Performed Impact Analysis.
* Partnered with Business to identify data sources and analytical solution to meet the business value.
* Contributed to the business short-and long-term planning sessions and provided input (from a business and IT
* perspective) to ensure understanding of business goals and direction.
* Manages Sprint Backlog refinement and creation of User Stories with detailed actionable Acceptance Criteria.
* Developed and executed a product roadmap that resulted in a 25% increase in customer satisfaction and a 20% increase
* in revenue within the first year.
* Collaborated with stakeholders to prioritize product features based on customer feedback and market trends, resulting
* in a 30% increase in user engagement.
* Conducted user research and analyzed customer data using pendo to inform product decisions, resulting in a 15%
* increase in product adoption.
* Orchestrated design sessions with engineering team, UX, IDS for new suggestions, updates to the existing Figma
* designs, helping in POC making team understand the scope of the stories.
* Manages the overall development and testing activities to make sure that team adheres to the value delivery thereby
* helping product release and quality assurance.
* Cross-functional leadership – Collaborated with engineering, product, UX, marketing, support, sales to deliver
* innovative product for ADP and its partnered applications brought 13% ease of use and 20% increase in performance
* Conducted Risk Analysis and mitigation, Collaboration with Project Managers, Reporting and Data Analysis, Market and Competitor Analysis, User training and support

### Project: Integration of Fidelity 401K Feeds into WFN

Role: Product Owner **Jan 2022 – Jan 2023**

* Met with business stakeholders to understood their needs, goals, and challenges.
* Conducted interviews, surveys, or workshops to gather detailed requirements.
* Reviewed and analyzed business processes to identify areas for improvement.
* Prioritized and refined the product backlog items based on business value, customer feedback, and team capacity.
* Added details to user stories, acceptance criteria, and technical specifications.
* Reviewed and adjust backlog priorities as needed
* Spearheaded the Data Inbound implementation project, leveraging AWS platform for Backend API implementation cultivating efficiency and integration across WFN Platforms.
* Conducted thorough analysis of the functional document, laying the groundwork to make informed decisions and

targeted improvements to Data Bridge Functionality

* Developed and maintained product backlogs, ensuring that product development was on track and aligned with company goals
* Fostered collaboration with cross-functional teams to define and prioritize product requirements, resulting in a 20%

reduction in development time and a 30% increase in feature adoption.

* Implemented user feedback and market trends to inform product decisions, resulting in a 10% increase in customer retention and a 5% increase in market share.

### Project: Decommissioning Portal as a Service (PaaS)

Role: Technical Product Owner **Jun 2020 – Jan 2022**

* Created detailed documentation of business requirements, including functional and non-functional requirements.
* Prepared use cases, process flow diagrams, and business rules documents.
* Maintained and updated requirement documentation as project needs evolve
* Managed team of engineers and UX specializing in microservices and REST APIs to build and ship minimum viable product (MVP).
* Owned product backlog and release plan for PaaS legacy APIs decommissioning and data migration while maintaining

full security compliances.

* Developed roadmap for legacy application decommissioning and data migration – Working with business stakeholders, other product owners, engineering managers, product teams and solution architects.
* Identified risks and dependencies of migration initiative projects.
* Collaborated with multiple upstream and downstream application teams while migrating the legacy services and applications to WFN DC
* Effective backlog grooming sessions with dev teams – decompose features into meaningful user stories that bolstered

INVEST criteria for concise measurement and effective implementation

### Project: WFN Workflow Tech Refresh

Role: Technical Product Owner **Aug 2018 – May 2020**

* Engaged stakeholders to gather requirements/business rules, by using various elicitation techniques like quick calls, JAD sessions, document reviews, brainstorming working session, GAP Analysis etc.
* Conducted workshops with stakeholders to gather more in-depth insights into processes and requirements.
* Led brainstorming sessions to develop solutions and gather input from cross-functional teams.
* Facilitated sprint reviews, backlog grooming sessions, and retrospective meetings as part of Agile methodologies.
* Drafted and maintained various business requirements and aligned them with functional specifications, use cases, process diagrams, data flow diagrams, data model diagrams.
* Collaborate various types of testing Black-Box, Regression, end-to-end testing, Smoke testing, Sanity testing. Assisted in

development of manual and automated test plan and test cases/scripts

* Been available to the team for any questions or clarifications related to the product vision or user stories.
* Worked closely with QA to ensure the product meets quality standards through testing and feedback loops.
* Executed various automation scripts and activity level job runs. Reviewed, executed and logged defect for tracking.
* Conducted User Acceptance Test with Sales Demo users and Business Users and delivered the product.
* Review and accept or reject completed user stories based on acceptance criteria.
* Conduct user acceptance testing (UAT) to validate that product increments meet business needs.
* Assessed the impact of changes in business requirements on current processes, projects, or systems.
* Updated and maintained traceability matrices to track requirement changes and their implementation.
* Managed requirement changes through a formal change request process, ensuring that stakeholders approve major shifts in scope.

### Project: Vendor Organization Chart Implementation

Role: Product Owner **May 2017 – July 2018**

* Continuous collaboration with cross functional teams, vendor teams and maintain the alignment for organization common goal.
* Bolstered the agile principles to collated and distant teams to achieve the desired value for the client
* Collaborate with the Scrum Master, development team, and stakeholders to plan product releases.
* Define and communicate the scope of each release, ensuring features are aligned with the roadmap.
* Continuous backlog refinement, design sessions, scope revisits, testing the developed application with the incremented changes to make sure the desired value is delivered to the client.
* Channelize sprint ceremonies like effective and meaningful stand ups, sprint review and sprint retrospective meetings

to update the product backlog for future items to be worked on.

* Worked closely with engineering team for development and testing, UX/IDS team for the UI work and localization features, DevOps teams for application implementation, Business Users for the User Acceptance test and Business stakeholders for the customer feedback for the improvements.
* Performed user acceptance testing (UAT) with stakeholders to ensure the delivered solution addresses their needs.
* Identified and report defects, working with the development team to resolve them
* Analyzed current business processes and workflows to identify inefficiencies or opportunities for improvement.
* Proposed solutions for process optimization and support their implementation.
* Documented new processes and provided training or support to teams on the updated workflows.

### Project: Message Center & Company Policy Tech Refresh Implementation

Role: Scrum Master/ Lead QA Engineer **Apr 2015 – Apr 2017**

* Reviewed and transformed business requirement documentation and created wireframes using Figma for the

stakeholder’s approval

* Develop, optimize and deliver end-to-end business processes, provide global readiness for the support teams and tool users
* Enforced Scrum principles, facilitated Continuous Improvement (CI), and removed impediments to the activities of at

least 7 cross functional teams. Utilization of Agile principles increased the velocity of the team by 24%

* Supported 7 Product Owners with User Stories, Acceptance Criteria documentation
* Monitored the Sprint Backlog to confirm it perfectly reflect the current state of sprint
* Tracked the performance of the project against the project plan and gave weekly status updates to 20+ member executive team.
* Mentored a cross-functional team of 14 resources to deliver quality products which led to over $2.7M in revenue
* Implementation of JIRA to reduce the time to create and manage tickets by an average of 2 days
* Enforced Kanban principles for PROD tickets to reduce the cycle time by 25% which increased the team throughput in 7 weeks

NCR Corporation **Jan 2013 - Mar 2015**

## Title: Test Lead/Test Architect

* Created Automated Test Framework using MS Test, UFT, XML, C# and PowerShell Scripting.
* Validated Batch Apply process for loading Products, Details, Customers data into POS Enterprise DB. Improved response time by ~24% by finding areas for improvement like SQL Tuning, data redundancy, indexing etc.
* Develop and implement test plans, strategies, and objectives for projects.
* Define the scope, approach, resources, and schedule of testing activities.
* Lead and mentor QA team members, providing guidance and support. Assign tasks to team members and monitor their progress.
* Facilitate communication and collaboration between the QA team and other departments (e.g., development, product management).
* Design, create, and maintain test cases, test scripts, and test data.
* Execute various types of testing (e.g., functional, regression, integration, performance, exploratory, and unit testing).
* Ensure thorough coverage of requirements and identify any gaps in testing.
* Identify, document, and track software defects and inconsistencies.
* Work with development teams to resolve issues and retest fixes.
* Prioritize defects based on their severity and impact.
* Implement and maintain test automation frameworks and scripts.
* Evaluate and integrate testing tools to improve efficiency and effectiveness.
* Ensure continuous integration and continuous testing practices are followed.
* Prepare detailed test reports, including test results, defect status, and test coverage.
* Provide regular updates to stakeholders on testing progress and quality metrics.
* Document and maintain QA processes, standards, and best practices.
* Establish and enforce QA standards, methodologies, and best practices.
* Ensure compliance with regulatory requirements and industry standards.
* Continuously improve QA processes to enhance product quality and team productivity.
* Identify potential risks and issues related to software quality and testing.
* Develop mitigation plans to address identified risks.
* Proactively communicate risks to stakeholders and manage their expectations.
* Collaborate with product owners, developers, and other stakeholders to understand requirements and acceptance criteria.
* Facilitate test planning and review meetings.
* Foster a culture of quality and continuous improvement within the team and organization.
* Manage testing resources, including allocation and utilization.
* Monitor team performance and provide feedback and development opportunities.
* Ensure testing deadlines are met, and project goals are achieved.

## Additional Relevant Experience

Infosys Technologies **Jan 2011 - Jan 2013**

## Title: Test Manager

* Led and mentored resources on process improvement and new technology adaptation, testing procedures, updated with latest development in testing methods.
* Developed Test Plan and Strategies, Coordinating Testing Activities, Onshore/Offshore Resource Management, Risk Management, Stakeholder Communication, Data Validation and Integrity, Defect Management, Compliance and Security, Performance Testing and Continuous Improvement.
* Sunset existing DB and migrated all the data to new DB that furnished 68 Cognos BI Reports.

# Test Strategy and Planning:

* Develop and implement comprehensive test strategies and plans for projects.
* Define testing objectives, scope, approach, resources, and schedule.

# Team Management:

* Lead, mentor, and manage a team of QA testers, including hiring, training, and performance evaluations.
* Assign tasks, set priorities, and ensure efficient use of team resources.

# Process Improvement:

* Establish and continuously improve QA processes, methodologies, and best practices.
* Implement and maintain testing standards and procedures to ensure consistent quality.

# Test Execution and Monitoring:

* Oversee the execution of test plans, test cases, and test scripts.
* Monitor testing progress and ensure timely delivery of test results.
* Ensure thorough test coverage and identify any gaps in testing.

# Defect Management:

* Ensure effective defect tracking and management processes.
* Work closely with development teams to prioritize and resolve defects.
* Conduct root cause analysis for defects and implement corrective actions.

# Automation and Tools:

* Promote the use of test automation to increase efficiency and effectiveness.
* Select and implement appropriate testing tools and technologies.
* Ensure the maintenance and enhancement of test automation frameworks.

# Reporting and Metrics:

* Prepare and present detailed test reports, including test results, defect metrics, and quality metrics.
* Provide regular updates to stakeholders on testing progress, risks, and issues.
* Use metrics to drive improvements in the testing process and product quality.

# Risk Management:

* Identify potential risks related to software quality and testing.
* Develop and implement mitigation strategies to address identified risks.
* Communicate risks and their impact to stakeholders and manage their expectations.

# Collaboration and Communication:

* Work closely with product owners, developers, and other stakeholders to understand requirements and acceptance criteria.
* Facilitate test planning and review meetings.
* Foster a culture of quality and continuous improvement within the team and organization.

# Budget and Resource Management:

* Manage the testing budget and ensure cost-effective use of resources.
* Plan and allocate resources to meet project demands and deadlines.
* Ensure the availability of necessary tools, environments, and infrastructure for testing.

# Compliance and Standards:

* Ensure compliance with industry standards, regulations, and best practices.
* Maintain up-to-date knowledge of relevant standards and ensure the team adheres to them.
* Conduct audits and reviews to ensure compliance with established QA processes and standards.

# Customer and Stakeholder Engagement:

* Engage with customers and stakeholders to gather feedback on product quality.
* Address customer concerns and issues related to product quality.
* Build strong relationships with stakeholders to ensure their needs and expectations are met.

System Soft Technologies **Feb 2003 – Nov 2010**

## Title: Programmer /Analyst

Developed customized payment solutions, simplified A2A automation, streamlined B2B and B2C payments, enabled C2B transactions.

* Validated ETL processes for the client, Advisory Board Company for their BI Reporting for their Surgery, Theatre, ED International and Nursing module using Informatica, MicroStrategy, Oracle tech stacks.
* Created Electronic Medical Records, Patient Scheduling and Billing module for a HealthCare client.
* Engaged customers by providing training and drove product sales by participating in technology fairs.
* Helped UBS AG client to validate Loan Origination Tool, Subprime Mortgage-Backed Securities.
* Validated Local Number Porting functionality for AT&T and thereby increasing efficient and effective customer experience during their cell phone number porting.

## Certifications

* Microsoft Certified Azure Fundamentals
* Microsoft Certified AI Azure Fundamentals
* Certified SAFe 6.0 POPM (Product Owner/Product Manager)
* Certified Tricentis NeoLoad – Testing Application Performance
* Certified Scrum Master [CSM]: Expected to complete by End of August 2024

## Education

* **Master of Computer Applications (MCA)** from Bhavnagar University, INDIA