PAWANKUMAR SHARMA

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# Professional Summary

* Highly experienced ex-WALMART, MICROSOFT and NIKE Product Manager offering years of success in product roadmap development, market research and data analysis. Highly skilled in identifying opportunities to maximize revenue. Driven and strategic with proven history of superior market penetration and product launch.
* Motivated professional with extensive experience in product sales and distribution. Possesses unmatched leadership and strategy skills to maximize company revenue. Expertise in management, marketing strategies and merchandising.
* 14 years of diverse experience in Information Technology at different levels in various domains like Supply- chain management, Retail, Commercial Banking, Finance, Mortgage, Cable Billing, and Social as well as Digital Media Marketing with the aptitude to work independently and in teams to meet business deliverables with a result-oriented approach.
* Worked closely with product management, stakeholders, and architects in collaboration to define and prioritize features and stories to ensure alignment with customer and program needs for partners and global stakeholders to meet defined milestones and delivery dates. Influence external teams' roadmaps to execute the product vision.
* Dedicated professional with extensive experience in Product Ownership, Business Analysis, and Project Management (Product development, Market Research, Product Vision), modeling, prototyping, workflow designing, and being accountable for product delivery in line with the roadmap and committed delivery dates.
* Won “Tech Student of the Year” (2014) at AIM's Technology Celebration Awards for converting a manual disaster recovery process to a fully functional computerized system in just 10 weeks, saving the company 600 man-hours per year.
* Ran the University of Nebraska at Omaha's (UNO) most successful Twitter marketing campaign in its 105-year history, reaching 5.6 million people worldwide.
* Won the “International Best Researcher” Award 2022 from the ISSN International Science and Technology Awards for a Research Paper on ONDC Digital Warfare in India taking on E-Commerce Giants.

# Skills

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| * Product Management * Product Ownership * Agile Leadership * Product Metrics Analysis * Pricing strategy * Waterfall methodology * Strategic Planning and Alignment * Software Development Life Cycle (SDLC) * Customer Relationship Management (CRM) * End to End Feature Delivery * User and UX Research * Stakeholder Management * A/B Testing | * KPI Tracking * Product Roadmaps * Product Vision and Strategy * User Story Creation * Product Backlog Management * Stakeholder Communications * Prioritization and Execution * Cross Functional Leadership * Improvement Metrics Measurement * Project Planning * Scrum Framework * Project Management * Requirements Gathering |

**Technical Skills:**

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| **Tools** | Jira, Confluence, ProductPlan, ProductBoard, Miro, Mural, Aha, Trello, SurveyMonkey, Slack, MS Teams, Figma, MS Visio, Microsoft Dynamics 365 CRM, Microsoft Azure, Amazon Web Services (AWS), SQL, SharePoint, Azure DevOps, Erwin, MS Outlook, MS Office, IBM Sterling WMS, Manhattan WMS, Splunk, SignalFX, HP ALM, HP Quality Center, ServiceNow, Salesforce, Google Analytics, Google AdWords, Balsamiq, Google Workspace |
| **Languages and Technologies** | SQL, PL/SQL, C, Unix Shell Script, Visual Basic, Java, C++, C#, HTML, XML, JavaScript, ASP |
| **Data Modeling** | Physical Modeling, Logical Modeling, Relational Modeling, Dimensional Modeling (Star Schema, Snowflake, Fact, Dimensions), Entities, Attributes, Cardinality, ER Diagrams |
| **Methodology** | Agile, Waterfall, UML, SDLC, SCRUM, RAD, JAD |

**Education:**

* Doctor of Philosophy in Information Technology - 06/2024 - University of the Cumberlands
* Master of Science in Information Systems Security - 05/2020 - University of the Cumberlands
* Master of Science in Management Information Systems - 5/2015 - University of the Cumberlands
* Bachelor of Engineering in Information Technology - 12/2008 - University of Mumbai - Mumbai, India
* Associate Degree in Computer Technology - 07/2004 - Maharashtra State Board of Technical Education - India

**Work History**

**Staff Product Manager 01/2022 - Current**

**Walmart – San Francisco, California**

**Responsibilities:**

* Define, update, and drive the product roadmap for the Spark Shopper application (a Shop and Deliver proposition)- including writing PRDs, defining product specs from ideation through design, building, releasing, and analyzing performance post-release
* Developing and implementing a strategic roadmap for the Spark Shopper application, aligning with Walmart's overall goals and objectives
* This involves understanding market trends, customer needs, and competitive landscape
* Ensuring a seamless and intuitive user experience within the Spark Shopper application
* Conducting user research, gathering feedback, and utilizing data insights to improve the application's usability, navigation, and overall customer satisfaction
* Identify key metrics, define and monitor metrics for online shopping features, and relate feature prioritization to product performance and business impact
* Strong understanding of AI/ML technologies and their applications
* Work closely with data science teams to identify opportunities for using AI/ML for Spark Shopper to improve the product's functionality and Walmart customer experience, including increasing backend slot capacity for Walmart customers to order online in real-time using AI/ML, develop AI Driver Affinity model for order fulfillment, as well as working on projections in Demand (orders), Supply (GIG Drivers) and the existing Gap between these two to increase GMV and order volume at Walmart stores for online shop and delivery on the Spark Shopper app.
* Work on AI/ML Spark Shopper machine language algorithms that offer personalized recommendations to
* customers based on shopping history and preferences, optimize delivery routes, predict product availability, and improve inventory management
* Managed full product lifecycle, from ideation through post-launch support, ensuring consistent quality control measures were in place.
* Managed stakeholder expectations effectively throughout the entire product development process.
* Prioritized roadmap in order to achieve product goals and metrics.
* Launched successful products by conducting thorough market research and identifying customer needs.
* Consulted with buyers to determine projected demand for products and services.

**Technical Program Manager - Microsoft Teams 01/2021 - 12/2021**

**Microsoft – Redmond, Washington**

* Work on initiating Monetization for Microsoft Teams apps in the App Store and Microsoft Partner Solution Gallery to onboard ISV (Independent Service Vendors) to the Microsoft Teams platform
* Drive app demand via improved discovery, purchase (including private plans and trials), licensing & pricing
* Scaling our Program & Partner Channels in Teams
* Work on rich monetization platform capabilities across business sizes, ISV business models, and modern commerce models, including integrated license management
* Provide input and advice to clients and prospects regarding Microsoft Dynamics 365/CRM 2015/2016 capabilities, functions, and features
* Launch and grow a modern marketplace experience to facilitate app discovery, try, buy, and use in Teams Client and Admin Center for SMB Admins and users
* Manage the Ring deployment (R0 to R5) bug bar criteria (entry and exit) and Central Triage process of DevOps
* release management
* Enhance pre-purchase, purchase, and post-purchase experience of app subscriptions in Teams of 1P(Microsoft) and 3P apps
* Improve ISV experience for SaaS offer linkage
* Write requirements, bugs, and features related to Microsoft Teams app monetization, integration, enhancements, and fixes in the Microsoft Azure DevOps (ADO) board for the Monetization Team to collaborate with Developers, Program Managers, and Leads
* Managed vendor relationships to ensure timely deliveries and adherence to contract terms for optimal results.
* Led international project teams to successfully deliver complex initiatives within budgetary constraints.

**Product Owner – Global Fulfillment and Logistics 03/2020 - 12/2020**

**NIKE – Portland, Oregon**

* Managed backlog prioritization, ensuring alignment with business goals and stakeholder expectations.
* Collaborated with engineering teams on technical feasibility assessments, resulting in realistic scope definition for projects.
* Owned and prioritized product backlog.
* Proactively identified risks associated with project timelines or deliverables, implementing mitigation strategies when necessary.
* Strong understanding and expertise in key areas of retail finance and technology, Digital - Consumer Data/Journey, Order Management, Fulfillment and Cancellation, IBM Sterling order management system, Distributed Order Management systems (DOMS), and warehouses for partners and customers in China, Russia, Mexico, Japan, Europe, North America, and other geos
* Develop and communicate a long-term vision and implementation plans for the short-term/long-term strategies to leadership and stakeholders related to all digital orders from NIKE.com, the NIKE app, and any other third-party digital platforms
* Support exciting Mobility Business Solutions (MBS) CRM products and provide opportunities to learn technologies such as Microsoft Dynamics 365, Portal, and other cloud-based technologies
* Specify the product vision, roadmap, and user stories considering the value for the consumer and the company and its role and impact on the NIKE digital ecosystem
* Be accountable for product delivery per the roadmap and committed delivery dates
* Identify and solve dependencies with other product owners to ensure efficient delivery
* Prioritize the items in your product backlog
* Own the refinement of your product backlog to ensure the product team delivers the right enhancements to drive consumer and business value
* Provide acceptance for delivered backlog items by the team, in line with the definition of done.

**Product Owner – Enterprise Data and Architecture 02/2019 - 03/2020**

**NIKE – Portland, Oregon**

* Write, drive, and prioritize thoughtful and detailed functional specifications for data ingestion, data cleansing, data quality, analytic processing, BI and data science, and use cases, then drive them via an Agile development methodology
* Being a subject matter authority across the entire Nike Enterprise data & analytics landscape, enabling the data and analytics for Finance and HR operations using data like account payables, account receivables, and general ledger and performing raw, cleanse, and curated operations on this data to store them on the cloud using S3 standard buckets of AWS and finally transfer the data over Snowflake.
* Works with data engineers, data scientists, and product managers on optimal data structures for efficiency analysis
* Collaborated with engineering teams on technical feasibility assessments, resulting in realistic scope definition for projects.
* Managed backlog prioritization, ensuring alignment with business goals and stakeholder expectations.
* Developed comprehensive roadmaps outlining the product vision, goals, and milestones for successful execution.
* Implemented Agile methodologies to increase team productivity and enhance overall project outcomes.
* Creates logical and physical data models
* Supports and troubleshoots issues (process & system), identifies root causes, and proactively recommends sustainable corrective actions
* Writes detailed technical specifications describing requirements for data movement, transformation, storage,
* quality checks, and access latency.

**Senior Business Services Analyst** 09/2016 - 02/2019

**Fulton Financial Corporation** – Lancaster, Pennsylvania

* Worked primarily for Cash Management functions such as Payments (Domestic & International), ACH, Wires, Transfers, RTP, Bill Pay, Payments Services, Positive Pay, Reverse Pay, Stop Pay, Collaboration, Alerts/Messaging/Chat, Security and Fraud Prevention, Information reporting/Reports, Online, Mobile and Host to Host Channels, Mobile App API Banking
* Supervised IT-QA work related to product testing, debugging, vendor hotfixes, and troubleshooting with HP- ALM among IT-QA members
* Assisted with the planning and program implementation efforts of the Current Expected Credit Loss (CECL)
* accounting model with the Credit Department at Fulton across the commercial bank, mortgage, insurance, and broker-dealer subsidiaries at Fulton Financial Corporation
* Documented and facilitated Business Process Analysis and Design for as - Is and To-Be wireframes/swimlanes
* using MS-Visio by drawing swimlanes and use case diagrams
* Agile development methodology coupled with a File Transfer Server (FTS) is used for documenting user stories and allotting time to resources for development
* Developed functional specifications and system design specifications for client engagements.
* Established strong working relationships with stakeholders across various departments, fostering a collaborative work environment focused on achieving common goals.
* Managed multiple projects simultaneously, consistently meeting deadlines while maintaining a high level of attention to detail.
* Conducted regular audits of business services, ensuring compliance with industry regulations and best practices.

**Business Analyst II 02/2015 - 05/2016**

**CSG International – Omaha, Nebraska**

* Creating user acceptance test plans, managing QA issues, assessing impact, collecting and analyzing data, establishing facts, and drawing conclusions
* Performed gap analysis between existing systems or processes and desired state, identifying areas for improvement or enhancement.
* Improved business processes by analyzing current practices and recommending optimization strategies.
* Interacted with internal customers to understand business needs and translate into requirements and project scope.
* Collaborated closely with stakeholders to identify opportunities for process improvements and drive continuous innovation in the organization.
* Construct database and functions to analyze data, project management, a conduit between client and development, running daily meetings with clients, and coordinating change management and control
* Worked throughout the sprint to fulfill all the tasks by assigning them to development teams, getting updates from development teams regarding any issues/dependencies and risks, and helping them resolve those issues
* Conducted meetings with Scrum Master, Scrum Team, and Product Owners to discuss concerns and issues in Daily Standup meetings
* Conducted impact assessment to determine the nature and extent of change to various Change requests
* Developed strategies and created plans for Change management programs

**Systems Analyst - Intern 05/2014 - 11/2014**

**CSG International – Omaha, Nebraska**

* Assisted CSG in the Disaster Recovery process during the yearly BCP (Business Continuity Plan) exercise and converted a complex manual system to a fully computerized system in just 10 weeks
* Wrote over 900 SQL queries using BMC ADDM (Atrium Discovery and Dependency Mapping) software over 3 months to recover the servers during Disaster Management and Recovery Exercise
* While creating this product, learning how to plan, organize, and execute a Disaster Recovery Exercise took time
* Created a data dictionary to match 3600 fields for Sunguard Availability Services, which were vendors for CSG since they were using HP ADDM software instead of the BMC ADDM software
* Collaborated with 6 different CSG teams and Sunguard Availability services, the vendor, to put the computerized system in place and meet the timelines of the BCP exercise as per the project plan for BCP
* Before this project, manually populated spreadsheets were used to send information to Sunguard to describe the production environments
* The new process will save 600 hours annually, eliminating manual data entry
* Won “Tech Student of the Year” from AIM Foundation for path-breaking work and innovation 2014 at CSG International.

**Project Manager 02/2012 - 02/2013**

**Social Wavelength – Mumbai, India**

* Worked on agile project plans related to Reliance Communications and Reliance - Google Android Partnership for Android-related services in India
* Successfully managed multiple projects simultaneously by prioritizing tasks according to urgency, resource availability, and alignment with organizational goals.
* Developed comprehensive project plans with clear timelines, milestones, and budget requirements, ensuring timely delivery of high-quality results.
* Delivered exceptional customer satisfaction by proactively addressing client concerns and meeting or exceeding expectations throughout the engagement process.
* Coordinated with cross-functional teams to resolve project issues and mitigate risks.
* Worked closely with project stakeholders, SMEs & staff to understand requirements and specifications for new applications and re-engineered the existing application
* Elicited Business requirements and business needs as part of an Agile Scrum team
* Identified resource requirements, i.e., business analysts, software developers, testers, etc

**Campaign Manager 12/2010 - 12/2011**

**Experience Commerce Pvt. Ltd – Mumbai, India**

* Liaison between business, functional owners & Experience Commerce Agency to develop applications and campaigns for the website, process improvement, and modeling
* Enhanced campaign performance by developing and implementing targeted marketing strategies.
* Implemented A/B testing methodologies to optimize creative elements and drive higher engagement rates within campaigns.
* Interfacing and developing application test cases for clients depending on client requirements and data gathered as per Business Process
* Conducted process improvements and status meetings and presided over the Changed Control Board meetings to discuss Defects and Enhancement
* Created Ad-Hoc business goal reports for the top management using MS Excel
* Streamlining Business processes by recognizing and avoiding Bottlenecks, reducing cycle time, and improving system efficiency and employee productivity

**Social Media Analyst 02/2010 - 11/2010**

**Valuepitch Interactive IT Services Pvt. Ltd. – Mumbai, India**

* Designed visually appealing graphics for use in both organic and paid social media content, enhancing overall aesthetic appeal.
* Tracked key competitors, influencers and detractors on local level and produced and circulated competitive intelligence reports.
* Business intelligence analysis and statistics are concerned with social media and online websites
* Developing plugins for Facebook, Twitter, YouTube, LinkedIn, Social Bookmarks, and social media sites
* Online Reputation Management Quality Control for Fortune 500 companies, Social Media Optimization, SME Response Management
* Conducted extensive market research, data analysis, and feasibility studies for the project
* Incorporated relevant social media insights and information for client product enhancement and evaluated new social media tools for effective business analysis and intelligence strategies

**Publications:**

* 51 Research Papers Published with 950+ Citations https://scholar.google.com/citations?user=lZxCUvwAAAAJ&hl=en https://[www.researchgate.net/profile/Pawankumar-Sharma](http://www.researchgate.net/profile/Pawankumar-Sharma)

**Awards:**

* INTERNATIONALBEST RESEARCHER AWARD 2022, ISSN, 2022
* Tech Student of the Year, AIM Foundation, 2014