

EXECUTIVE SUMMARY

Results-driven **Product Manager** with extensive experience driving **end-to-end product lifecycle**, bridging business needs with tech and delivering scalable solutions in the **Telecommunication, Healthcare, Gaming and Retail domains**. Skilled in defining **product specifications, roadmaps, epics and technical specifications** while aligning business objectives with customer needs. Adept in making **data-driven decisions**, managing cross-functional teams, and implementing innovative solutions to optimize workflows and enhance customer experiences. Passionate about **emerging technologies**, including AI Agents, NLP, and Cybersecurity trends. Able to create AI agents with low/no-code tools.

PROFESSIONAL EXPERIENCE

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| Sr. Product Manager | Infosys | Apr 23 – Present |
| <ul style="list-style-type: none">Defined and executed the product strategy for an Provider Initiatives, aligning with BSC's business goals and ensuring HIPAA compliance. Collaborated with cross-functional teams to set up environments, create solution architectures, wireframes, refine active backlog, manage feature backlogs, and ensure smooth implementation and adoption.Developed product specifications, roadmaps, PI objectives, and OKRs for both chatbot and IAM projects, leading architectural design, stakeholder collaboration, and sprint refinements to deliver secure and scalable solutions.Led cross-functional teams to implement IAM imperatives such as SSO, MFA, and Identity Proofing, ensuring seamless portal authentication, reducing authentication errors by 35%, and improving overall cyber-security posture.Directed POs and SAs to write SMART stories and GHERKIN acceptance criteria for IAM capabilities, conducted live product demos, and gathered feedback to ensure alignment with product vision and business objectives. | | |
| Product Manager | Unify Consulting | Sep 21 – Apr 23 |
| <ul style="list-style-type: none">Transformed Art Production by building an application framework with a common component library, unified user management, and GraphQL API, reducing asset processing time by 60% and manual review cycles by 50%.Leveraged data-driven insights to optimize workflows, identify adoption barriers, and boost toolset adoption by 30%, ensuring sustained user engagement. | | |
| Technical Product Owner | Infosys | Aug 18 – Jul 21 |
| <ul style="list-style-type: none">Defined product specifications, prioritized features, and created roadmaps for AEM and PVM implementation in health-care, ensuring seamless delivery.Oversaw project timelines, coordinated with internal teams and vendors, and provided regular updates to stakeholders, ensuring successful AEM adoption and ongoing support. | | |
| Product Owner/Scrum Master | Bellese Technologies | Jul 17 – Aug 18 |
| <ul style="list-style-type: none">Led CMS engagements, translating regulatory specifications into product requirements, epics, user stories, and acceptance criteria for Hospital Quality Reporting.Transformed 4 distributed teams (2 Scrum, 2 Kanban) by implementing SAFe delivery framework, improving sprint velocity by 25%. | | |
| Product Owner | Allegis Group - Rackspace | Feb 16 – Jun 17 |
| <ul style="list-style-type: none">Launched Rackspace Notification Center, integrating Salesforce Cloud with iOS/Android push notifications to reduce customer response time by 45%.Automated 70% of CRM workflows through Salesforce Cloud, saving 2000+ hours/month in manual processes. | | |
| Business System Analyst | Accenture - T-Mobile | Aug 14 – Feb 16 |
| <ul style="list-style-type: none">Mapped user journeys, conducted GAP analysis, and created SMART user stories to guide Sprint Teams in building digital experiences for MetroPCS.Piloted T-Mobile Returns/Exchange Management System, reducing processing time by 50% and improving customer satisfaction. | | |

EDUCATION & CERTIFICATIONS

- Bachelor of Business Administration (BBA)** – Southeastern Oklahoma State University
- Certifications:** Certified Scrum Product Owner (CSPO) | SAFe 5 Scrum Master | Lean Portfolio Manager (LPM) | ITIL Foundation