

EXECUTIVE SUMMARY

Results-driven **Senior Product Manager** with extensive experience driving **end-to-end product lifecycles**, bridging business needs with technology, and delivering scalable solutions in the **health care, cloud, AI / ML and IAM domains**. Skilled in defining **product charters, roadmaps, 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.

PROFESSIONAL EXPERIENCE

Sr. Product Manager Infosys Apr 23 – Present

- Defined and executed the **product strategy** for an **AI-powered chatbot**, aligning with BSC's business goals and ensuring HIPAA compliance. Collaborated with cross-functional teams to set up environments, create solution architectures, wireframes, refine **NLP models, 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

- 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

- 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

- 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

- 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

- 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