Mridupawan
Product Owner

Career Summary:

- About 8+ years of experience as a Product Owner/Business Analyst with expertise in business process analysis, business requirements, and business analysis in the field of Telecom, Retail and Automobile.
- Deep understanding of enterprise data warehouses.
- In - depth knowledge of creating use case, activity, logical, component and deployment views with rational tools to extract business process flows and workflows thereby helping development and quality assurance teams in understanding the requirements.
- Results-oriented Joint Application Development (JAD) Facilitator and meetings coordinator with excellent interpersonal skills.
- Proficient in Designing OSS/BSS architectures for various service providers on Telecom Provisioning, Order & Inventory Management across a variety of technologies such as IPTV, Ethernet, and Broadband.
- Excellent working knowledge of TCP/IP and OSI layers model (Layers & respective functions and intra-layer communication).
- Experience in SDLC Methodologies like Agile and Scrum and related terminology such as Daily Scrum, Product Backlog, Release Burndown, Scrum Master, Sprint Planning Meeting, Taskboard, To-do and Work in Process Charts.
- Expertise in using the testing tools such as Mercury Quality Center (QC)/Test Director and Quick Test Pro (QTP).
- Analytical, methodical, and resourceful approach to problem solving, identifying and documenting root causes and corrective actions
- Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements
- Expertise in broad range of technologies, including business process tools such as Microsoft Project, Primavera, MS Access, MS Visio, technical assessment tools, Data Warehousing concepts and web design and development.
- Experience in delivering web VOIP solutions on or ahead of schedule and to stated budgets.
- Good understanding of IP networks and Voice Over IP (VOIP) as well. Strong experience in Telecom BSS/OSS customization.
- Excellent meetings facilitator with excellent inter-personal and conflict resolving skills.

TECHNICAL SKILLS:

Web Technologies	HTML, JavaScript, XML, AJAX, SOAP
Testing tools	SoapUI, Postman
Methodologies	Agile Modeling, Scrum, SDLC model, Waterfall model, Use Cases, JAD
Database Tools	Oracle 9i/10g, MS SQL Server, Adobe Creative Cloud
Middleware	WebSphere MQ 6.0 z/OS, and TIBCO, Oracle Fusion Middleware
Databases	Oracle, MySQL 5.0, IBM DB2 9, MS SQL Server 2008/2012
Languages	UML, MS SQL, PL/SQL, XML, JSON, Java, PowerShell, C#.Net (4.0/3.5/3.0), VB.Net (10.0/9.0/8.0).
Business Tools	MS Visio, MS Project, MS Access, MS Office Suites, Office365, Sharepoint
Requirement Management	JIRA, Rally, HP ALM, StartNow, Version One, Microsoft TFS, Confluence
Data Warehousing	Data Modeling, Data Marts, OLTP, OLAP, Data Dimensions, Schemas
Business Skills	Process Modeling, Change Management, GAP Analysis, Impact Analysis, Risk Analysis, Cost-Benefit Analysis, SWOT Analysis, JAD Sessions

PROFESSIONAL EXPERIENCE:

T-Mobile, Seattle, WA   **April 2022 - Present**
Technical Product Owner
Responsibilities:

- Worked as a liaison between the business and multiple development teams for getting the required business and the functional requirements.
- Worked as a main point of contact for developing the product features as per the requirement of the business.
- Worked with VoIP deployment team to ensure the product and features integrate seamlessly with the network design.
- Drafted business Use Cases such that any future changes could be easily managed and any changes could be managed in a seamless manner.
- Created the user stories and maintained product backlog for the collection 2.0 project of T-Mobile which involved migration of the old collections database to cloud (Azure services).

- Developed the low-level diagram by working closely with the solutions architect and the technical team to break the highly technical features into development plan.
- Successfully , oversaw the completion of the phase 1 and phase 2 of the collections 2.0 project which earned recognition from the business for smooth transition and completion.
- Created user stories and maintained product backlog for Meg migration project and successfully handed over the project to operations deployment team.
- Successfully migrated 12 applications (APIs and Microservices) as a part of the PCF to TKE (Kubernates) migration project and earned client appreciation for completion the project before timeline.

Dish Network, Denver, CO   **March 2019 – March 2022**
Product Owner
Responsibilities:
- Gathered and documented business requirements for existing and future business systems.
- As a BA in the RW Systems Integration API team I am involved with cross functional teams for building the necessary code requirements for the Business.
- Worked with multiple clients such as epay and incomm in the payments division for gathering the business requirements for Dish Network's API team.
- Worked with the Client incomm for a project where multiple functional code changes was required for 10 digit and 14 digit recharge coupons.
- Developed swagger hub specifications for the new APIs being developed by the RW payments development team for client epay and cybersource.
- Developed product specifications and code specifications documents for the development team and worked as a liaison between the development team and the client.
- Led the daily stand up scrum meetings for the team and developed the story points for the developers and the testers and ensured that the development and testing work was produced flawlessly on time.
- Worked with the customer management team for the project which involved developing user stories for the development team for a feature which involving customer address validations.
- Worked with the payments and the customer management support team for all the daily incident call and coordinated with the respective resources for effective resolution of the defects and the incidents.
- Oversaw end-to-end OSS/ BSS solution architecture including: Real-time and off line Billing, Ordering, Provisioning, Porting, Payments, Customer care, Point of sale, Web self-care and network real-time access: IN and Diameter protocols.
- Requirements Gathering/Documentation - Designed and documented detailed business requirements, functional requirements utilizing PMO & Governance approved templates.
- Conducted JAD sessions with the participation of the users and the stakeholders to gather requirements.
- Worked with SQL queries using MS Access for data manipulations.
- Extensively used SQL to query the database and created ad hoc reports and validated data
- Created test scripts and plans for UAT Phase.
- Conducted UAT (User Acceptance Testing) to make sure that all the user requirements are catered by the application.
- Wrote Test Cases in Mercury Quality centre that would test various Test scenarios.
- Rational ClearCase was used to manage all the changes and change requests in the projects. Worked with QA team with the aid of ClearQuest for the bug tracking.
- Monitored test scripts developed by QA team to check the integrity of the test plans.
- Dedicated a good portion of time with the QA team in front-end, back-end and Regression testing.
- Worked with VoIP deployment team to ensure the product and features integrate seamlessly with the network design.
- Drafted business Use Cases such that any future changes could be easily managed.

Hughes communications, Phoenix, AZ   **June 2017 – Feb. 2018**
Senior Business Analyst
Responsibilities:
- Planned project from conception to implementation and monitored its progress.
- Meet with IT team members to review projects and report on financials
- Supported the IT Finance team
- Oversee and review the process and payments of all telecom services.
- Ensure the availability of the information to the billing system and troubleshoot the billing errors.
- Ensure billing information is translated from the Inventory management system to the billing systems.
- Working with the billing team to map the products in the orders to the billing entity, therefore ensure all the products selected are billed.
- Provide level of effort (LOE) to the client on the effort to materialize a requirement.

- Closely worked with the Business Teams and understand the client's requirements for effective delivery.
- Participated in technical planning & requirements gathering phases including Design, code, test, troubleshoot, and document engineering software applications.
- Assisted in entering and updating Issues (Epics, Stories, and Tasks) into JIRA Agile application.
- Developed new Product and product specifications in the Metasolv 6.2 and created new customized validations in Metasolv as per the business requirements.
- Performed Level-1, 2 and 3 functional decomposition of the system in collaboration with management, business stakeholders and technology.
- Designed wireframes in collaboration with Creative team and business users ensuring UX principles are followed.
- Developed use cases and workflows.
- Wrote Stored Procedures, Packages, and PL/SQL scripts to incorporate new validations and enhance existing provisioning logic.

Business Analyst   **June 2014 to March 2016**
PMfastrick EDU, Bangalore, India
Responsibilities:
- Facilitated Joint Requirement Planning (JRP) sessions with SMEs, one-on-one sessions, Requirement Workshops in understanding the requirements pertaining to Loan Origination to Loan Processing
- Involved in the analysis of the existing credit card processing system, mapping phase according to requirements and functionality along with data conversion procedure necessary for upgrading the existing system
- Examined the current application system and managed website content by using various modules to create a user-friendly environment for better customer experience.
- SharePoint 2013 custom development using object models like CSOM, SSOM in Visual Studio and C#.
- Documented and presented project specific details (Requirements, User stories etc.) as power point slides and charts to the simplest possible levels for the senior management
- Worked as a User/Customer advocate and negotiated with user as well as with developers and management staff to resolve any requirement conflict to bridge the gaps between IT and Business
- Assisted in developing and managing Project Plans and Schedules, managed resolution of Project issues and conflicts
Environment: Waterfall-Scrum Hybrid, MS Office Suite, C#, MS-VISIO, Tableau, UML, JIRA, HP ALM, Office 365, MS Project, Business Intelligence (BI), SQL, Oracle 11g, MySQL Server.

Tech Mahindra Limited, Bangalore, India   **Aug 2010 – May 2014**
Business Analyst
Responsibilities:
- Determined the priority of defect along with developers and managers based on business value of the functionality and helped in resolving it by efficient tracking and timely follow-up using JIRA
- Well versed in conducting various types of testing including User Acceptance Testing (UAT) and helped in designing and developing test plans and wrote and implemented manual and automated test scripts
- Extensively worked in Property and Casualty Data Requirement Analysis and identified the source data and assisted ETL Developer in designing ETL process based on the Data Mapping Documentation
- Responsible for organizing the Quality Analyst (QA) walk through to explain proposed changes. Used Regression Testing, UAT for Automated Testing. Coordinated with the test team to check the weekly status and report the same to the project manager and discussed with project manager and other team regarding State Flow Process.
- Acted as a liaison between the Subject Matter Experts and User Experience team and conducted meetings with User experience team to communicate the requirements and ensure there is no ambiguity
- Analyze the existing data and interpret the data to identify trends or patterns in the data, and solutions including transcripts of focus groups and surveys
- Managed relationship with telecom expense management provider to ensure the accuracy of vendor billing and timely payments to vendors
- Worked directly with Telecom Expense Management (TEM) providers for provisioning, management, and billing issues
- Performed Gap Analysis to check the compatibility of the existing system infrastructure with the new business requirements
- Collected data on customers, customer needs for the project that was related to IVR and web based and big data and telecom
Environment: Agile/Scrum, JIRA, SQL Server, MS SharePoint, SharePoint 2007/2010, UML, MS Excel, MS Word, MS-VISIO, Tableau, Informatica, HP QC, HP ALM, Balsamiq Mock-Up, HCM, SAP, SharePoint Designer, Capital Management, Unit Testing.