**----------------------------------------------------------------------------------------------------------------------------------------------------**

**** **ZISHAN KHAN**

**Location:** Pune, Maharashtra, India

**E-mail:** zishanpm@gmail.com **|** **Phone:** +91 9860879737

**LinkedIn:** <https://www.linkedin.com/in/zishanpm/>

**----------------------------------------------------------------------------------------------------------------------------------------------------**

**PRODUCT OWNER**

**PROJECT MANAGEMENT | SOFTWARE SOLUTIONS | RELEASE MANAGEMENT | CERTIFIED SCRUM MASTER**

**Visionary and technology strategist with cross-functional experience of over 12 years across highly reputed organizations, diverse industry segments & geographies (Europe, UK & Asia), possess specialized skills in:-**

|  |  |  |
| --- | --- | --- |
| Product Vision and Strategy | Software Development Program Management | Product Development Lifecycle |
| Customer’s Requirement Analysis | Technology Roadmap Development | Global Customers Account Engagement  |
| Solution & Information Architecture | IT Governance and Industry Best Practices | Agile (Scrum) Methodologies |
| Continuous Process Improvement | Change and Stakeholder Management | Customer Satisfaction & Excellence |
| Business Relationship Management | Performance and Talent Management | Globally Distributed Team Leadership |

* **Expertise in entire Product Management Life Cycle involving requirement analysis, design, development, strategy planning**, risk analysis, configuration management, support, documentation, implementation and maintenance.
* **Experienced in delivering complex product using the Scrum agile framework, establishing product roadmaps,** documenting PBIs, and refining product backlogs via JIRA Software and other PM tools. Well versed in facilitating sprint planning events, daily scrums, as well as sprint reviews, retrospectives, and product demonstrations.
* **Proven ability to plan and prioritize product feature backlog and development for the product.** Skilled in defining product vision, road-map and growth opportunities.
* **Proficient in assessing value, developing cases, and prioritizing stories, epics and themes** to ensure work focuses on those with a maximum value that are aligned with product strategy.
* **Rich experience in managing end to end project deliveries of large scale, multi-disciplinary, complex & critical programs** in a timely manner involving seamless onsite/ offshore coordination & transparent communication with stakeholders at all phases.
* **Core strengths in facilitating the daily scrum as “Certified Scrum Master” and tracking team burn-down** in resolving impediments. Well versed in organizing AGILE Methodologies, Scrum Workshops/Software Demos/Code Reviews to instill the importance of AGILE Practices in a project.
* **Insightful exposure in designing and managing the Product Requirements, Release Prioritization, Seamless integration** with client and product engineering team also establishing product roadmap across multiple products.
* **An assertive leader capable of leading and managing global project teams (engineering and professional services teams)** spread across different geographical locations while ensuring judicious resource allocation and utilization.
* **Outstanding instructional, interpersonal and business communication skills** with the experience required to remain highly focused on achieving bottom line results while formulating advanced software solutions.

**Achievements**

* **Credential of receiving Vodafone Champion Award - 2018**
* Awarded across VSS considering achievements for the complete financial year in all areas.
* Upgraded the team to new technologies.
* Delivered challenging projects in short turnaround time to have business value in time to market.
* **Felicitated with 3 Spot Awards - 2015, 2016 and 2017**
* In different quarters for proving value add in management, coding and deliveries.
* **Received Best Client Satisfaction Award - 2013**
* **Best Rookie Award – 2012**
* **Certifications:** SAFe POPM, Product Owner Product Manager **|** CSM Scrum Master
* **Expertise in:** Agile – Scrum Implementation **|** JIRA, Confluence **|** UI/UIX, Figma **|** User-centered Design **|** Android, iOS Development **|** SAP Fiori Web apps Development **|** Release Management **|** Test Management, ALM

**PROFESSIONAL EXPERIENCE**

**VODAFONE (VOIS) Feb 2017 - Present**

**Product Owner / Project Lead**

* Spearheading as a product expert, product evangelist and the voice of the customer. Leading product design, write users stories and detailed requirements.
* Participating in product strategy by tracking industry, competition, new technology trends, prioritizing based on business goals and identifying opportunities for future products.
* As a Product Owner, facilitate and time-boxed the SCRUM ceremonies (Product Backlog Grooming, Sprint Planning Meeting, Daily Scrum Meeting, Sprint Review Meeting and Sprint Retrospective Meeting).
* Felicitating the sprint planning meeting; explain the user stories to the team in details. Support the team & scrum master for the estimates by explaining the scope of each user story.
* Attending sprint review & accept the finished stories in agreement with business stakeholders.
* Creating and prioritizing a product backlog that aligns with the product vision and goals, and continuously refining it based on feedback and changing business needs.
* Ensuring that the product backlog items are clearly defined, well understood, and properly estimated by the development team.
* Providing leadership to the project team in development of standards, reporting and monitoring system with the aim of providing high quality service and optimization of performance.
* Responsible for initiating, planning, tracking, monitoring and closing the project as scheduled and implementing operational processes for increased efficiency and cost reduction.
* Contributing to overall project management, project planning, forecasting, budgeting, resources deployment, monitoring, reporting and risk identification & mitigation.
* Responsible for managing projects within the portfolio through the change lifecycle. Defining and validating the scope and requirements of the project with required inputs from project stakeholders.
* Identifying the stakeholders and their interest in the project and segment them into logical groups. Determining the project delivery timelines and developing resource plan keeping in mind the objective and resource required to complete the project.
* Performing Risk assessment to identify potential risks, assumptions, issues, dependencies and escalate as appropriate.
* Carrying out detailed planning and scheduling to ensure seamless delivery of the service as per the delivery matrix.
* Ensuring delivery of excellent solution support to the clients, actively involved in regular interaction with the clients to discuss and understand their business requirements.
* **Accountable for**
* Facilitating sprint planning, daily Scrums, reviews and retrospectives.
* Ensuring the development team is practicing the core agile Scrum principles of transparency, inspection and adaption.

**Key Highlights**

* **Successfully launched a marketplace app with 3500+ downloads which drove Italy market visibility across 13+ countries in VOIS.**
* Facilitated testing of products, including user acceptance testing, alpha and beta programs.
* Analyzed user needs and design software solutions.
* **Product Planning:** Personas and Scenarios **│** Requirements Management **│** User Experience Design **│** Product Roadmap **│** Internal Stakeholder Management
* **Market Analysis:** Customer Insights **│** Validation **│** Competitive Analysis
* **Strategic Planning:** Target Market Sizing **│** Product Strategy
* **Go To Market:** Customer Acquisition
* **Sales Enablement:** Collateral and Sales Tool **│** Sales Training **│** Customer Relationship Management

**DECOS Oct 2012 – Jan 2017**

**Software Developer**

* Managing the complete life cycle of development projects including analysis of the requirements, translating new ideas into technical solutions, requirements development, delivery, support, analysis and documentation.
* **Successfully built mobile apps to deliver business insights also created plug and play independent libraries.** Continuously improved system architecture.
* Maintained high coding standards, practices and exercised quality control on all aspects of software design & development.
* Accountable for entire day-to-day activities covering wide functional areas include designing & developing the workflow program, debugging and troubleshooting of the application.
* Involved in requirement gathering process defined in project management plan. Performing high & low level designs, provides pseudo code, implements prototype and does design reviews.
* Understood requirements to be implemented. Provided technical input and advice on implementation strategies. Implemented completed designs from specifications.
* Defined coding standards for developing testable, maintainable, and well-documented software in accordance with Agile development methodology, tools and release processes.
* Designed and established components for complex, major projects to agreed project plans and to defined technology standards to meet project requirements.
* Coordinated with back end developers, front end developers, quality assurance team and product owner as needed. Written maintainable code using design pattern, clean code fundamentals.

**Projects Undertaken**

|  |  |
| --- | --- |
| **Title** | **MyInbox** |
| **Synopsis** | MyInbox+ is an application that combines approvals for all at one place for the mangers. It is a single place for management to track CRQ, CAB approvals, Test results and GNG approval for release and deployment of projects. |
| **Responsibilities** | **As a Proxy Product Owner/ Tech Lead** * Collected product requirements from 100+ key buyer audiences and end-users. Spearheaded the creation of 20+ product mock-ups and prototypes, leading to 13 custom designs entering into fall production line.
* Presented 70+ product requirements and documents to staff and executives, contributing to a substantial growth in team output.
* Communicated with development/engineering teams and 20+ personnel to oversee product building.
* Collaborated with 15+ stakeholders during development of products, resulting in 22% rise in investments.
* Facilitated testing of 30+ products, including user acceptance testing, alpha and beta programs.
* Monitored and managed product backlog and task break-down from Epic to user stories and sub tasks.
* Proactively tracking project progress, resolving issues and initiating appropriate corrective action.
* Managing communication with all stakeholders and executive briefing and reporting on scrum metrics periodically.
 |

|  |  |
| --- | --- |
| **Title** | **ReAssure** |
| **Synopsis** | ReAssure is an application that brings integration of ALM, Remedy and release calendar at one place for delivery managers. It is a single place for management to track CRQ, CAB approvals, Test results and GNG approval for release and deployment of projects |
| **Responsibilities** | **As a Scrum Master / Project Lead*** Monitored and managed product backlog and task break-down from Epic to user stories and sub tasks.
* Created user stories and acceptance criteria to help team understand complete feature.
* Managed communication with all stakeholders and executive briefing and reporting on scrum metrics periodically.
* Created product documentation, including user guides and release notes. Collaborated with cross-functional teams to ensure timely and quality delivery of product features.
* Proactively tracked project progress, resolved issues and initiated appropriate corrective action.
* Participated in sprint planning, daily scrums, sprint review, retrospectives, stakeholder meetings and demonstrations of product.
 |

**EDUCATION**

**PGD (Mobile Software), Feb 2012**

CDAC - Sunbeam Pune, India**, 82.70%**

**B.E (Electronics), 2011**

VIIT - Pune University, India**, 61.33%**

**Date of Birth:** 15th March, 1989

**Passport Number:** Z6327430

**References:** Available on Request