Krishnan Ranganathan

Sr. Product Owner krish1207@gmail.com Ph. No. 9012930370

Professional Summary

* Product Owner with work experience in data analysis, API development, leadership, market research, consumer insights, customer analytics and operations
* Converted data into meaningful insights to enable organization strategic priorities and have successfully deployed many complex projects with superior ROI (Return on Investment)
* Managed broad cross-functional teams with strong and clear leadership abilities and partnered with key stakeholders and partners to build long term strategic partnership on Technology and Resources
* Expertise in Banking, Telecom and Supply Chain industries
* Expertise in business requirements elicitation and analysis, converting requirements into user stories, use cases, technical specifications, and software solutions.
* Manage & coordinate project activities with Business users, Development, QA and Validation teams to ensure that business requirements are accomplished within stipulated project timelines.
* Excellent business writing skills in project documentation: Business Requirements Document (BRD) & Functional Requirement Document (FRD).
* Experience in Legacy projects, data analysis using MS excel.
* Strong experience in Business / Customer Interaction and documentation of requirements / Test cases.
* Expertise with DB2 database and SQL queries
* Expertise in using tools like Microsoft products Visio, PowerPoint & Excel.

Work Experience

* WELLS FARGO - Sr. Product Owner, Charlotte, North Carolina |Mar’23 – Till date
* EQUIFAX - Product Owner, St. Louis, Missouri |Oct’21 – Feb’ 23
* SPECTRUM (Charter) - Product Owner/Sr. Technical Analyst, St. Louis, Missouri |Mar’19 – Oct’21
* TCC (Verizon retailer) - Product Owner/Technical Business Analyst, Indianapolis, Indiana |Dec’17 – Jan’19
* FEDEX - Technical Business Analyst – Process Lead, Memphis, Tennessee | Nov’16 – Dec’17
* AMAZON.com - Team Supervisor/Asst. Manager| Seller Services, Bangalore, India | Jun’15 – Feb’16
* TARGET - Senior Team Lead| Merchandising Ops., Bangalore, India | Oct ‘06 – Jun ‘15
* ACCENTURE - Project Coordinator | Human Resource, Bangalore, India | Oct ‘04 – Oct ‘06

Technical Skills

* Methodologies: Agile/Scrum
* MuleSoft API
* Queries - SQL, Splunk Indexes
* Agile Tools – JIRA
* Order Entry Systems - Salesforce, CSG, ICOMS
* XML API – SOAP, Postman

Education

* Bachelor of Commerce: Mahatma Gandhi University, India
* e-ACCP – Advanced diploma course in Software engineering - Aptech computer education, India

WELLS FARGO – Sr. Product Owner

* Product owner for GPL (Global Payments & Liquidity) online Payments. Performed a vital role in developing the online Payment Banking UI. Ensured flawless money movement for domestic and international payments. (DIAT, International Payments, CCD, PPD, CTX and Tax Payment types)
* Create user-stories, defects, feature links with acceptance criteria. Managed and prioritized sprint backlogs, groom stories on a weekly basis to developers/QA resources, keeping in mind strategic priorities of the company
* Product Management - Worked with development team in identifying critical issues; Help the QA team by PO review in SIT/UAT/PFIX environments for the stories / defects
* Responsible for maintaining backlog and prioritizing backlog. Communicating with important stakeholders such as Business teams/ Support teams/Technology teams etc.
* Performed a vital role during 'ACI' application to 'In-house online Payment' migration. Validated 100+ customers data for accuracy while migrating customers from Legacy to New ACH application
* Worked very closely with Technology teams in developing new features and identifying solutions for critical issues partnering with TMSC, Orchestration, GPS, FUS, FX team and various other partners. Created Learning Guide for future references and thus contributing in training new team members on the Product.

EQUIFAX – Product Owner

* Product owner for Paperless-Pay application (Web application and Internal Application (AMI). Write user stories / acceptance criteria, ensuring to manage and prioritize sprint backlogs, groom stories on a weekly basis to dev team for effective execution.
* Responsible for upcoming Yearly/Quarterly features of the Product and discuss during Quarterly Sprint Planning meetings with all stakeholders, 3 Amigo meeting and Work closely with QA/UAT team for all testing efforts and weekly QA Review meetings.
* Create change requests in ServiceNow for effective deployments of the application.
* Communicate and provide regular status update to the Dev team, Product Architect, Software Reliable Managers and Business Ops team on the upcoming features which needs to be worked on
* Prioritize all production support tickets created by Business Ops team and Work closely with clients to create bugs and provide solutions for effective business operations.

Spectrum (Charter Communications) – Sr. Technical Analyst

* Product owner for Provisioning Adaptor application, which is based on Micro Service Architecture. Part of scrum team for new intake and existing backlog. Core features include XML / JSON message transformation from multiple billing systems to single format for Provisioning system. Orchestration of orders across legacy and new systems.
* Triaged Prod and QA issues across Order Entry (CSG/ICOMS/legacy), Order Management (Provisioning Adaptor/OSM), Inventory Management (UIM), Activation systems (ASAP, Tech-mobile) and Service Assurance System (Scope)
* Responsible for Product Catalog Update in various systems to effectively provision Internet/Phone/Wi-Fi/Video Packages.
* Played a vital role in managing the order fulfilment process from sales order submission to order completion. Also, includes identification of the systems required to fulfil an order, Orchestration of the order, Decomposition of the order and coordination of fulfilment actions across the enterprise.
* Created Requirement Documentation, User-stories, Defects, Bugs, Process documentation, Process flows as necessary using tools like MS Word, PowerPoint, JIRA, CHALK and Jenkins
* Acted as the liaison between IT, Business, POS, Inventory management teams to understand customer demand for new features and prioritized road maps.
* Worked as a Product Owner to scope requirements for every Sprint (agile) and align requirements with the overall business deliverable apart from working with the solution development efforts. Making sure that the JIRA stories line up for the project (Epic).

TCC (Verizon retailer) – Product Owner/Technical Business Analyst MuleSoft

* Being part of the ESB (Enterprise Service Bus) Mule Soft team, wrote technical specifications in JIRA backlog for Custom development, System Integration with ATG (POS) and other Downstream systems like Salesforce, JDE, OIC, TRECS, ReBiz ., based on interactions and requirement gathered from Service-Now tool, Business teams, Architects, Sr. Directors, Developers and other Service Operations team
* Played a vital role during CAB meetings on getting Release-approvals. Reviewed Verizon APIs with TCC API’s for various projects to replicate Verizon POS system with TCC POS system (ATG)
* Point of contact for Mule Soft developer team during Sprint Retrospective/Planning discussion. Acted as Scrum master in resolving hindrances during development. Led the daily stand-up call with offshore team and guide the team to have an effective closure of Sprint items.

FEDEX – Technical Business Analyst – Process Lead | Freight Enhancements

* Acted as a liaison between Business and Technology team during the first phase of Freight 2020 project which defines and changes how a customer defines a shipment. Created SRS document, Definition document, Business Requirement document in Caliber tool and made critical modifications to automation flows consulting with technical architects.

AMAZON.com - Team Supervisor/Asst. Manager| Seller Services

* Led Amazon Seller service team (15 tm’s) addressing all critical aspects of problem solving/analysis and defining solution approach to Amazon Sellers. Identified Seller trend behavior and thus forecasted and implemented action-plan to effectively manage incoming volumes.
* Created weekly, monthly reports and dashboards which was heavily used by business teams for forecasting and replenishment of products. Automated “Manager-On-Duty” communication saving ‘182’ hours annually and simplified the process of “Over-Time” calculation saving ‘52’ hours annually for leadership team. Designed department level score-card which was circulated globally for effective functioning of Seller services.

TARGET – Asst. Manager / Analyst – Merchandising Pyramid

* Successfully deployed various projects in Target India Merchandising teams (Supply chain team, Pricing team, Direct store delivery and Canada Merch-ops team). Improved 70% penetration percentage on Vendor Income processes and 30% on Reporting capabilities. 8 new process In-take request forms were signed.
* Managed drug file and optimally priced drugs via price comparison and competitive shopping analysis. Provided solutions to pharmacist queries via ‘Kana/Service-Now’ by additional research in PDX & EPR (Pricing tools)

ACCENTURE – Project Coordinator

* Coordinated with US-HR recruiters to update, track and schedule appointments for sourcing and interviewing.