

Kunal Chopade

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Summary

Product Owner with 4+ years of experience delivering customer-centric digital products in Agile and hybrid environments. Adept at defining and prioritizing product backlogs, facilitating sprint planning, and aligning cross-functional teams using tools like JIRA, Confluence, Miro, and Figma to achieve business objectives. Skilled in crafting user stories, managing roadmaps, and leveraging data insights from SQL-based reports and product analytics to optimize product performance and user experience. Strong in stakeholder engagement and driving continuous improvement to maximize value delivery. Proficient in translating complex business needs into actionable technical requirements while maintaining a clear product vision. Experienced in conducting A/B testing and customer feedback analysis to inform data-driven product decisions and enhance user satisfaction.

Skills

Methodologies: Agile/Scrum, Kanban, Waterfall (SDLC), Lean Product Development, Scaled Agile Framework (SAFe) fundamentals

Project Management Tools: JIRA, Confluence, MS Project, MS SharePoint, Asana, Trello

User Story Mapping & Collaboration Tools: Miro, XMind, Lucidchart, Slack, MS Teams

Prototyping & Wireframing Tools: Figma, InVision, Balsamiq

Product Ownership & Backlog Management: Product Lifecycle Management, Product Roadmaps, Backlog Grooming & Prioritization (MoSCoW, WSJF), User Story Refinement, Definition of Ready/Done, Release Planning & Sprint Facilitation, Acceptance Criteria Definition

Stakeholder & Team Management: Stakeholder Engagement & Alignment, Cross-functional Team Collaboration, Continuous Improvement

Product Metrics & Analysis: KPIs & OKRs Tracking, A/B Testing, Product Usage Analytics, Customer Feedback Analysis (NPS, CSAT)

Database & Data Tools: MySQL, SQL Server, Basic SQL for Data Validation & Reporting

Education

Master of Science in Engineering Management

May 2024

University of Massachusetts, Amherst, MA

Work Experience

Wayfair, Remote, USA

May 2024 – Present

Product Owner

- Led daily stand-ups, sprint planning, and retrospectives for a cross-functional team of 8 using the Scrum framework and Confluence to document sprint goals, improving team alignment and reducing blockers by 20%.
- Created low-fidelity wireframes and workflows in Figma to clarify requirements for the design and development teams, reducing UI-related rework by 10% per sprint.
- Groomed and prioritized a backlog of over 100 items using MoSCoW and WSJF, helping to reduce delivery cycle time by 12% while maintaining alignment with business value.
- Collaborated with stakeholders across operations and engineering using Slack and Miro to refine acceptance criteria, ensuring 95% of stories met the Definition of Ready before sprint commitment.
- Conducted A/B testing on a checkout flow enhancement, analyzed results using basic SQL queries, and recommended the winning variant, improving conversion rate by 7%.
- Delivered incremental product roadmap milestones by coordinating release planning with the senior Product Manager and tracking progress in JIRA Roadmaps, ensuring on-time delivery of two major features within 6 months.

Amazon | Pune, India

Jun 2020 – Jul 2022

Senior Associate Product Analyst

- Gathered and synthesized customer feedback from support tickets and NPS surveys to identify high-impact improvements, resulting in a 12% increase in customer satisfaction scores on the targeted workflow.
- Partnered with business analysts and subject matter experts to elicit and document detailed business requirements for a greenfield SaaS HR platform, translating into an actionable product vision and high-level epics, which laid the foundation for subsequent development phases.
- Designed and implemented a lightweight product discovery framework leveraging Miro and stakeholder interviews to map end-to-end user journeys and identify pain points, which uncovered three critical gaps in the initial concept and informed better MVP scoping.
- Coordinated with department heads and compliance teams to ensure regulatory and business rule alignment, gathering regional policy requirements and incorporating them into product definitions, thereby avoiding rework during UAT and accelerating go-live timelines.
- Established and documented a consistent Definition of Ready (DoR) and Definition of Done (DoD) for the product team in Confluence, standardizing acceptance criteria, quality, and improving sprint predictability and story acceptance rates by 25%.

Fusion Software Technologies, India

Oct 2019 – May 2020

Product Analyst

- Facilitated knowledge transfer sessions and onboarding workshops for newly onboarded development team members and QA analysts, ensuring shared understanding of the product domain and reducing ramp-up time from four weeks to two weeks.
- Collaborated with QA and engineering teams during UAT cycles, creating traceability matrices to validate all requirements and reporting defects systematically through JIRA, which improved defect resolution SLAs and reduced production issues by 30%.
- Developed and maintained stakeholder dashboards in MS SharePoint to track feature delivery status, key milestones, and risk items, improving executive visibility and reducing weekly status meeting time by 40%.
- Supported marketing and sales enablement by providing feature documentation, demo scripts, and release notes to customer-facing teams ahead of each release, increasing readiness and enabling faster customer adoption post-launch.