

Naga Venkata Kasi Viswanath
PRODUCT OWNER/ SCRUM MASTER
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SUMMARY

- Experienced Product Owner with 8+ years of expertise in managing product backlogs, defining roadmaps, and delivering high-quality software solutions across industries such as retail, finance, and banking.
- Proficient in Agile Frameworks including Scrum, Kanban, SAFe, and Lean, with a proven track record of driving successful product development initiatives and Agile transformations.
- Skilled in Stakeholder Management & Collaboration, working closely with Product Managers, Engineering teams, and business stakeholders to ensure product vision aligns with customer and business needs.
- Expert in Backlog Management, defining and refining user stories, prioritizing features, and ensuring a well-maintained product backlog that supports strategic goals.
- Strong Product Roadmap Planning, aligning short-term deliverables with long-term product vision while ensuring continuous value delivery.
- Hands-on Experience with Agile Ceremonies, actively participating in Sprint Planning, Reviews, and Retrospectives while ensuring backlog refinement aligns with sprint goals.
- Effective Data-Driven Decision Making, leveraging metrics, customer feedback, and market research to drive feature prioritization and product improvements.
- Proven Ability to Collaborate Across Functions, acting as the primary liaison between business and development teams to ensure clear communication and successful product execution.
- Skilled in Tools & Technologies, including JIRA, Confluence, Trello, and Microsoft Azure for backlog management, tracking progress, and ensuring alignment with business objectives.
- Experienced in Risk Management & Issue Resolution, proactively identifying risks, managing dependencies, and ensuring timely delivery of high-value features.
- Expert in Continuous Improvement & Process Optimization, using Agile best practices to enhance product development efficiency and ensure rapid iteration.
- SAFe 6 Certified Product Owner with deep expertise in Agile methodologies, ensuring best practices in backlog management and product strategy execution.
- Proven Leadership in Agile Transformation, driving Scrum adoption, leading SAFe ceremonies such as PI Planning, and fostering a customer-focused product mindset.

TECHNICAL SKILLS

Agile & Scrum Frameworks:	Scrum, Kanban, SAFe (Scaled Agile Framework), Lean, Agile Coaching, PI PLANNING
Team Leadership & Coaching:	Team facilitation, conflict resolution, stakeholder management, performance coaching
Project Management Tools:	JIRA, Confluence, Trello, Asana, VersionOne, Monday.com, Microsoft Azure
Agile Ceremonies:	Sprint Planning, Daily Standups, Sprint Reviews, Retrospectives, Backlog Refinement, Release Planning
Continuous Improvement:	Kaizen, Retrospective action plans, Root Cause Analysis, Process optimization, Metrics tracking
Communication:	Cross-functional communication, Stakeholder reporting, Active listening, Conflict management, Negotiation
Risk Management:	Risk identification, mitigation strategies, problem-solving, issue resolution
Collaboration:	Cross-functional team collaboration, fostering a collaborative environment, facilitating workshops
Metrics & Reporting:	Burn-down charts, Velocity tracking, Cumulative Flow Diagrams, Lead Time, Cycle Time, Sprint/Release Metrics
Agile Transformation:	Leading Agile transformations, Scrum adoption, Agile maturity assessment, Change management
OData and Web Services:	OData Services, SOAP Web Services, REST APIs, SAP Gateway, SAPPI/PO
Tools for Automation & CI/CD:	Jenkins, Git, GitHub, Bitbucket, Jenkins, Azure DevOps

EDUCATION

Master of Science in Information Systems - University of Wilmington, Wilmington, USA

Bachelor Of Technology – VIT University, Vellore, Tamil Nadu, India

CERTIFICATIONS

- **Certified SAFe 6 Release Train Engineer**
- **Certified SAFe 6 Product Owner/Product Manager**
- **CSM Certified Scrum Master**
- **Certified SAFe 5 Scrum Master**
- **AWS Certified Cloud Partitioner – Foundational**

WORK EXPERIENCE

Product Owner/Scrum Master | Cognizant Technology Solutions, NJ

Jan 2024 - Present

- Led an Agile Scrum team of 8 cross-functional members, guiding the team through 2-week sprints to deliver incremental improvements to a major retail client's e-commerce order management system.
- Developed a deep understanding of alternative business strategies and priorities to align product development accordingly.
- Assisted in defining and shaping the strategic direction for the Falcon product.
- Owned and maintained the product backlog, ensuring it was structured to support the alternative strategic roadmap.
- Ensured Data Governance adhered to internal data governance frameworks, including data quality, retention, lineage, and dictionary compliance.
- Worked closely with internal consumers to gather requirements and establish priorities based on business needs.
- Acted as the primary bridge between key stakeholders and the development team to ensure alignment on product goals and deliverables.
- Partnered closely with external service providers, such as Fund Administrators, to communicate requirements, set priorities, and track deliverables.
- Proactively identified and mitigated risks associated with product development and implementation.
- Implemented Scrum methodology, facilitating all Scrum ceremonies (Sprint Planning, Daily Stand-ups, Sprint Reviews, and Retrospectives) to ensure seamless collaboration and timely delivery of features.
- Reduced order processing time by 30% by driving the adoption of Agile practices, improving system efficiency, and optimizing workflows over a 6-month period.
- Integrated Jenkins into the CI/CD pipeline, automating deployment processes and increasing deployment frequency by 20%, contributing to faster time-to-market.
- Led 3 Cross functional Teams located geographically belonging to two different Pods. Active contribution in Product Increment (PI) Planning, Product Backlog Refinement.
- Coached scrum teams on the adoption of the best agile practices and rules of using Scrum framework/concepts.
- Developed customized Agile training materials and seamlessly mapped the organization's existing processes to Agile methodologies, significantly boosting team understanding and adoption rates.
- Led and facilitated SAFE ceremonies including ART Sync, Scrums of Scrums, and Inspect & Adapt sessions.
- Ensured the team adhered to agile processes each sprint, resulting in enhanced delivery consistency and improved quality according to the Definition of Done (DOD).
- Facilitated large-scale Release Planning Sessions and Retrospectives, enhancing team alignment and process improvement.
- Translated user stories and business requirements into technical specifications and viable product features, ensuring technical requirements were clear, concise and aligned with business goals.

Product Owner/Scrum Master Consultant | Deloitte, Hyderabad Client- DocuSign

May 2021 – Dec 2022

- Cultivated a collaborative team environment that led to a 30% increase in transparency, accountability, and adaptability.
- Coordinated PI Planning and Agile ceremonies, enhancing collaboration and efficiency while managing two cross-functional teams from different pods.
- Led and facilitated SAFe ceremonies, including ART Sync and Scrum of Scrums, which improved team coordination and increased project alignment by 20%.
- Streamlined backlog management with the Product Owner by ensuring items were clear and actionable, which led to a 20% increase in development team productivity and a culture of continuous improvement within the Agile Release Train (ART).
- Assisted in shaping the strategic direction and roadmap for Falcon, ensuring alignment with organizational goals.
- Managed, refined, and prioritized the product backlog to support the long-term strategic roadmap.
- Organized and facilitated product working groups in collaboration with technology and business stakeholders to ensure backlog transparency and effective prioritization.
- Acted as a key liaison between business stakeholders and the development team to translate requirements into actionable development tasks.
- Worked closely with external service providers (e.g., Fund Administrators) to communicate priorities, ensure alignment, and oversee deliverables.
- Identified gaps in current workflows and implemented process improvements to enhance efficiency and productivity.
- Coordinated User Acceptance Testing (UAT) efforts to validate new features and ensure business needs were met before

deployment.

- Supported the implementation of new product features, ensuring smooth transitions and effective adoption by end users.
- Efficiently removed team impediments and escalated issues when necessary, enhancing cross-team collaboration and improving communication effectiveness.
- Enhanced Scrum artifact and commitment management, implementing best practices that increased team efficiency by 20%.
- Successfully managed scope changes, formalized change requests, and ensured clear communication with the team and stakeholders, resulting in project alignment and efficiency.
- Facilitated seamless communication and collaboration, delivering targeted training that boosted development team performance by 25%.
- Developed comprehensive reports and dashboards that enhanced project health monitoring and ensured the optimal performance of the Microsoft Azure board.
- Translated user stories and business requirements into technical specifications and viable product features, ensuring technical requirements were clear, concise and aligned with business goals.
- Supported the development team in understanding and implementing SAFe and Scrum practices, enhancing team effectiveness

Product Owner/Scrum Master | TechVOX, India Client- Discover Bank (Corporate banking) Feb 2016 – April 2021

- Led cross-functional Agile teams as a Scrum Master, guiding successful implementation of Scrum practices, including sprint planning, backlog grooming, daily stand-ups, and retrospective meetings.
- Managed dashboards and charts, updated Confluence/JIRA, boosting project tracking.
- Collaborated with Product and Engineering teams to deliver dependencies, ensuring project success for five global groups.
- Proactively identified and resolved impediments and risks, enabling smooth development processes and timely product releases. Planned adoption of Atlassian suite moving teams from TFS to JIRA.
- Mentored team members on Agile methodologies, Scrum practices, and continuous improvement initiatives.
- Prioritized and delivered high-value features within defined timelines, ensuring adherence to quality standards.
- Oversaw quarterly delivery and governance of development projects.
- Conducted fortnightly governance meetings with customer Program Manager and Development Managers across geographies, enhancing project alignment and communication
- Held monthly meetings with Customer Director to align on engagement strategy and future plans.
- Performed P&L analysis, delivery KPI's & SLA's and ensured organization's internal norms, processes and compliance are met. Stakeholder management, communication, escalation management, weekly reporting and Monthly governance.
- Identified and proactively managed project risks, maintaining project-level compliance and ensuring smooth project execution