

KNIGHT CHOWDHURY

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AREAS OF EXPERTISE

OPERATIONAL
LEADERSHIP

BUSINESS & PROCESS
ANALYSIS

INFORMATION
TECHNOLOGY (IT)

PRODUCT OWNERSHIP

PEOPLE & TEAM
LEADERSHIP

PROCESS IMPROVEMENT
& MANAGEMENT

STAKEHOLDER, VENDOR
& CLIENT RELATIONS

PRODUCT & SOLUTION
DEVELOPMENT

HUMAN RESOURCES (HR)

DATA ANALYTICS &
REPORTING

SOFTWARE
DEVELOPMENT &
ANALYTICS

USER INTERFACE
REQUIREMENTS
GATHERING

CREDENTIALS

LEAN SIX SIGMA
YELLOW BELT
GEICO | 2019

AGILE EXPERT
CERTIFICATE OF
PROFICIENCY
GEICO | 2019

LEAN SIX SIGMA
CERTIFICATION
GEICO | 2018

WORKDAY HR
CERTIFICATION
GEICO | 2018

An established, highly motivated, and results-driven management and IT professional with multifaceted experience within diverse private sector industries as a leader, trusted advisor, and master collaborator capable of successfully navigating business, operational, administrative, process-driven, analytical, and technical frameworks

Possesses a demonstrated ability to work both independently and as a member of a team—capitalizing on strong interpersonal, communication, and problem-solving skills, engaging an aptitude for working collaboratively in a cross-functional environment to promptly address issues, meet operational objectives, and execute multiple, concurrent tasks effectively and efficiently

CORE QUALIFICATIONS

BUSINESS & PROCESS ANALYTICS:

- Worked with business leaders and stakeholders to identify, analyze, and prioritize objectives while aligning goals with capabilities—supporting various operational processes (vendor management, resource management, communications) to increase overall value and functionality
- Recommended solutions for improving internal organizational structure to improve business value and drive growth—demonstrating strong business acumen and an ability to make data-driven decisions that increased revenue and reduced pain points
- Synthesized business, strategy, and project-related data—offering sound recommendations and guidance on how to support change management efforts
- Worked cross-functionally with various teams and business units to assess processes and identify functional needs in support of both immediate and long-range plans, system updates, and fixes to maximize the effectiveness of proposed solutions
- Introduced optimized procedures and processes that streamlined workflows, leveraging an understanding of business needs to align operational frameworks and capabilities with established growth targets

OPERATIONAL MANAGEMENT:

- Established daily roadmaps for operational processes, identifying requirements, prioritizing tasks, and ensuring their timely completion—proactively implementing strategies for resolving challenges and improving the performance of logistical planning and coordination efforts
- Introduced optimized procedures and processes that streamlined workflows, leveraging an understanding of business needs to align operational frameworks and capabilities with established growth targets
- Communicated best practices for tapping into existing capabilities and resources in support of improved efficiency and performance—implementing strategies for resolving challenges, leveraging critical thinking skills to introduce solutions and process improvements

INFORMATION TECHNOLOGY (PRODUCT OWNER, SOFTWARE ANALYST):

- Engaged business and competitive intelligence strategies to transform products into solutions, supporting the refinement, execution, and engagement of roadmaps and strategies
- Developed detailed product-based requirements stemming from an understanding of business and customer needs in the form of epics, features, and user stories
- Ensured adherence to Agile principles to ideate, develop, and promote features, leveraging quantitative and qualitative analysis to establish a direction for product planning based on functional, business, and end-user requirement
- Worked closely with clients to identify and understand their unique requirements, make recommendations, and provide actionable solutions to potential challenges
- Demonstrated an ability to coordinate and facilitate scrum events, leading backlog grooming efforts, sprint planning, reviews, release planning, software demos, software testing, running daily stand-up and retrospectives to ensure quick inspection and proper use of the adaptation process
- Offered support and operational guidance for product owners and associated team members, employing expertise to enhance backlog management and the facilitation of Agile events including retro, demo, spring planning, and stand-up to encourage self-regulated performance
- Led and contributed to multiple data-driven projects by enhancing website features, integrating web platforms with SaaS applications, and collaborating on mobile software development with a strong focus on user experience (UX).

CORE QUALIFICATIONS (CONT'D)

HUMAN RESOURCES:

- Collaborated with senior-level management to generate tangible solutions for process-oriented development and lead change management efforts—demonstrating an understanding of ethical business practices and an innate ability to identify key pain points in support of sustainable operations and success
- Demonstrated an ability to work well in fast-paced environments with a willingness to wear multiple hats and take on additional responsibilities—promoting a culture of cohesiveness, teamwork, and loyalty between departments, leadership, and personnel in a diverse and inclusive workplace
- Proactively monitored and addressed performance-related issues, developing and overseeing the implementation of strategies that streamline workflows, enhance output, and promote improvement
- Supported daily business operations including managing cross-functional teams, introducing customer engagement strategies, supporting staff development, and ensuring adherence with established guidelines for safety and compliance
- Researched and analyzed salary data to ensure compliance with FLSA laws and regulations, organized events for employees, conducted performance audits, communicated changes, and provided follow-up support with local HR regarding updates

PROFESSIONAL WORK HISTORY

PRODUCT OWNER, *Monster Government Solutions* | Jan 2022 - present

PRODUCT OWNER & SOFTWARE ANALYST, *GEICO* | Mar 2019 - Jan 2022

COMPENSATION ANALYST, *GEICO* | Mar 2018 - Mar 2019

SALES & SERVICE, *GEICO* | Jun 2013 - Mar 2018

SERVICE & STORE MANAGER, *Woolworth's* | Sep 2007 - Jun 2012

EDUCATION

BS, ACCOUNTING, *Central Queensland University*

DIPLOMA, BUSINESS MANAGEMENT, *Australian Institute of Commerce & Language*

TECHNICAL SKILLS

TOOLS: JIRA, Confluence, Azure DevOps, Workday, PeopleSoft, Splunk, Caliber, TFS, Database,

SOFTWARE: Microsoft Office, Visio, Visual Studio, Figma

LANGUAGES: SQL, Duck Creek

CERTIFICATION

Certified Scrum Product Owner (CSPO), Lean Six-Sigma, Six-Sigma Yellow belt