

KNIGHT CHOWDHURY

PRODUCT OWNER

CONTACT

- 518-653-8170
- knight.chowdhury@gmail.com
- www.linkedin.com/in/knight-chowdhury
- 711 SW 111th Way, Pembroke Pines
FL 33025

EDUCATION

Bachelors in Accounting

Central Queensland University
2009 - 2012

Diploma in Business Management

Australian Institute of Commerce & Language
2007 - 2009

SKILLS

- Agile & Scrum Methodologies
- Product Lifecycle Management
- Backlog Prioritization & Refinement
- Product Roadmap Development
- Sprint Planning & Delivery
- User Story Mapping & Acceptance Criteria
- Stakeholder Engagement & Management
- Cross-Functional Team Leadership
- Business & Data Analysis
- Competitive & Market Research
- Process Improvement & Workflow Optimization
- Key Performance Indicators (KPI) Tracking
- UX Collaboration & Prototyping
- Data-Driven Decision-Making
- Risk Identification & Mitigation
- SaaS & Web Application Integration
- Business Intelligence & Reporting
- Customer Experience Enhancement
- Communication & Conflict Resolution
- Change Management & Continuous Improvement
- Workday HR & Compensation Management
- Job Evaluation & Pay Equity Analysis

PROFILE

Results-driven Product Owner and Scrum Master with 7+ years of experience leading Agile delivery, product strategy, and cross-functional collaboration across technology, insurance, and government sectors. Skilled in turning complex business needs into actionable, data-informed solutions that enhance customer experience and efficiency. Certified Scrum Product Owner (CSPO), Scrum Master, and Workday HR professional with expertise in process improvement, product development, and compensation analysis. Recognized for fostering collaboration, driving innovation, and delivering measurable business value.

WORK EXPERIENCE

Product Owner

Monster Government Solutions January 2022 - Present
(Apply Government Solutions)

- Applied business and competitive intelligence strategies to transform products into customer-centric solutions, refining roadmaps and improving adoption.
- Defined and documented detailed product requirements (epics, features, and user stories) to align development with business goals and customer needs.
- Championed Agile principles to prioritize and deliver features, leveraging data insights to guide product planning and decision-making.
- Facilitated Scrum ceremonies including backlog refinement, sprint planning, daily stand-ups, reviews, release planning, and retrospectives to drive continuous improvement.
- Led cross-platform data initiatives, enabling more efficient reporting and actionable business insights.
- Enhanced websites by developing new features, integrating SaaS applications, and collaborating on mobile app development with a strong focus on user experience.
- Mentored and supported Product Owners and Agile team members, improving backlog management practices and fostering high-performing, self-organized teams.

Product Owner, Scrum Master

GEICO March 2019 - January 2022

- Partnered with business and IT stakeholders to prioritize initiatives, ensuring high-value delivery aligned with business impact.
- Translated complex business and customer needs into detailed product requirements (epics, features, user stories).
- Navigated ambiguity by synthesizing disparate data into clear recommendations, supporting teams through strategic and organizational change.
- Coordinated backlog refinement, sprint planning, and release reviews, ensuring timely and successful product delivery.
- Collaborated with UX teams to design prototypes and present solutions to stakeholders for feedback and alignment.
- Defined and tracked KPIs to measure product performance and business value, using insights to guide future roadmap planning.
- Mentored team members on Agile software development methods, contributing to improved Agile adoption and delivery practices.

KNIGHT CHOWDHURY

PRODUCT OWNER

EXPERTISE

- Agile Product Ownership & Delivery
- Strategic Roadmap Execution
- Data-Driven Product Strategy
- Stakeholder & Executive Collaboration
- Team Coaching & Agile Transformation
- Digital Product Development & Innovation
- Cross-System Data Integration
- Product Value Realization & Business Impact
- Customer-Centric Solution Design
- Performance Measurement & Reporting
- Continuous Improvement Leadership
- Organizational Effectiveness & Process Optimization
- Employee Engagement & Talent Retention
- Compensation Strategy & Analysis
- Regulatory & Compliance Alignment (FLSA, HR Policies)

CERTIFICATION

- Certified Scrum Product Owner (CSPO)
- Agile Expert Certification of Proficiency
- Lean Six-Sigma Yellow belt

TOOLS & TECHNOLOGIES

Project & Issue Tracking:

JIRA, Azure DevOps, TFS

Collaboration & Documentation:

Confluence, Figma, SharePoint

Monitoring & Analytics:

Splunk

Testing Tools:

Caliber

Database:

MySQL, SQL Server

Productivity Suite:

Microsoft Office

HRIS / Business Systems:

Workday, PeopleSoft

WORK EXPERIENCE

Compensation Analyst

GEICO

March 2018 - March 2019

- Served as a compensation advisor to management, providing guidance on pay structures, equity, and company policies.
- Audited job classifications and compensation structures to ensure compliance with FLSA and organizational standards.
- Composed and updated job descriptions, aligning roles with business needs and company culture.
- Conducted market surveys and compensation research to benchmark positions and identify pay trends.
- Evaluated jobs using established methodologies; conducted internal and external equity analyses and delivered recommendations to leadership.
- Designed and prepared compensation reports in Excel to support workforce planning and decision-making.
- Supported Workday Position Management processes and tested compensation workflows to ensure accuracy and efficiency.

Licensed Sales, Service, and Home Closing Specialist

GEICO

June 2023 - March 2019

- Sold homeowners' insurance policies across 10+ partner companies, consistently meeting and exceeding sales targets.
- Delivered policy servicing and customer support, ensuring high levels of client satisfaction.
- Assisted homebuyers with insurance documentation during the closing process, ensuring accuracy and compliance.
- Supported special projects with management to reduce call volume, improve efficiency, and enhance collaboration between sales and service teams.
- Recognized multiple times as a Top Sales and Service Agent for performance excellence.
- Coached and mentored peers, improving team performance and efficiency.

Service and Store Duty Manager

Woolworths (Sydney Australia)

September 2007 - June 2012

- Managed store operations including scheduling, bookkeeping, and workforce planning for a large retail environment.
- Audited employee hours for compliance with labor policies and visa requirements.
- Optimized staffing levels to maintain service coverage and reduce unnecessary overtime.
- Monitored employee performance, provided coaching, and promoted workplace safety and productivity.
- Delivered customer service both in-person and by phone, resolving issues effectively.
- Helped minimize loss from inventory shrinkage by supporting audits and improving inventory controls.

KNIGHT CHOWDHURY

PRODUCT OWNER

TO WHOM IT MAY CONCERN,

I am writing to express my interest in a Product Owner, Project Manager/Scrum Master, or related leadership role within your organization. With more than a decade of experience spanning IT product ownership, business process improvement, and cross-functional team leadership, I bring a unique blend of technical knowledge, operational strategy, and a passion for solving complex business challenges through technology.

My background includes leading product development and delivery in Agile environments, where I translated strategic goals into actionable user stories, features, and roadmaps. At Monster Government Solutions and GEICO, I managed high-impact initiatives that modernized internal systems, improved user experience, and enhanced process efficiency. My technical toolkit includes JIRA, Confluence, Azure DevOps, SQL, and Workday, and I hold certifications in Scrum Product Ownership, Lean Six Sigma, and Agile Proficiency.

Beyond technical skills, I pride myself on being a collaborative and analytical leader who builds strong relationships with stakeholders, developers, and end users. I excel at aligning technology with business strategy, thriving in environments where continuous improvement, innovation, and customer satisfaction are top priorities.

I am excited about the opportunity to contribute to your organization's success and would welcome a conversation to explore how my experience and capabilities can support your goals. Thank you for considering my application. I can be reached at knight.chowdhury@gmail.com or (518) 653-8170 at your convenience.

SINCERELY,

KNIGHT CHOWDHURY
