EDUCATION

CONTACT

RESUME OBJECTIVE

 **Rajiv Singh|CSPO**



PRODUCT MANAGER (Agile-Scrum, API)

**Insure First (Start-UP),*Kolkata, WB, India / July 2017 – May 2019***

Own Start-UP

**Chhota Hathi ,*Kolkata, WB, India / Oct 2016 - July 2017***

ERP Implementation Head

**Wolters Kluwer, *Gurgaon, India / Jan 2016 – Oct 2016***

Developer >> Senior Business Analyst

**Tata Consultancy Services (Mumbai, Kolkata, Noida- *India) / Dec 2010 – Jan 2016***

Lead Product manager responsible for development, delivery and day to day management of the product on which ~ 1million consumer takes surveys daily. Product portfolio includes SAAS based web technology i.e. Sample Cube and mobile application (Univox community- Available on app and play store)

* Manages 2 scrum team each of size 11
* Responsible for cross-platform roadmap planning, scoping, budgeting
* Work to ensure strong alignment of program management tech resources to product priorities
* Drive process improvement initiatives, including **adoption of Agile Scrum**

PRODUCT MANAGER (Agile-Scrum, API)
***Market Cube, Gurgaon / May 2019 –Present***

Certified Scrum Product Owner
*July,2020*

CERTIFICATIONS

PRODUCT LAUNCH OF THE YEAR

*2020/Market Cube*

EMPLOYEE OF THE MONTH

*March 2020/ Market Cube*

AWARDS

Systems Analysis

Leadership

Team Management

Design,UX

Customer - Oriented

Problem Solving

Strategic Thinking

PROFESSIONAL EXPERIENCE

KEY SKILLS

Class X (**75%**)
*Sainik School BBSR,Orissa,IN
2003*

Class XII (**67%)**
*KMPM Inter College,JSR,Jharkhand, 2005*

*B.E in ECE (****SCPA 7.0****)*

*UIT Burdwan, WB, India*

*2006-10*

***PG in Data Science (****In Progress****)***

***IIIT Bangalore***

*2020-21*

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Overall 9.9 years and 5 years’ experience into Product Manager. Excellent leadership skills and specialized in all stages of development cycle for SAAS based products. Capable of integrating Rest API.

DETAILED PROFESSIONAL EXPERIENCEE

**Technology:** C, C++, Python, .Net

**API Integration Expert**

**Tools Used:** Postman, Swagger, Developer Portal

**V. Current Company – Market Cube**

Project/Assignment

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| --- | --- |
| Role | Product Manager (Agile)  |
| Location | Gurgaon |
| Domain  | Market Research |
| Duration | 20th May 2019 – Till date |
| Core Responsibility | * Currently, NetSuite Invoicing integration is in progress
* Being the Product Manager I am looking after the 2-market research product of the Company (Sample Cube & Panel Cube)
* Complete ownership of Software products (**Cloud/SaaS based- Mobile and web application**). I’m responsible for defining product strategy and market-focused product roadmap for Market Cube
* Co-ordination with Business to get the requirement and prepare the documents.
* Gather information and data from multiple sources (market research, partners, vendors, competitive analysis) and translate findings into actionable consumer insights
* **API Development**: I do take care of the proper API integration requirement and run the JSON through Postman to see each and all end points are working. Based on the verification I prepare the flow chart and prioritize the same for development.
* **We have also developed our own API product and client can integrate with us**: Demand and Feasibility API
* Request and response JSON helps to validate the same API after full integration
* The project is on Agile and hence every 15days there is a prioritization call happens and requirement is received for each sprint.
* **Backlog management** (**Through MoSCow**)
* Based on the prioritization the user stories are created in vsts along with acceptance criteria and impact analysis.
* All the developers pick the user stories
* In every day scrum meeting the status is discussed about the previous day and for today. It helps to distribute the task to people without work and hence each resource is efficiently used.
* After each sprint: **Retrospective** call happens to analyze the main points.

**Release Management: CICD process** * Co-ordination with QA before release
* Followings are the environment used: **Dev>QA>Staging>Prod**
* We have made the process that release always happens on Monday to avoid traffic and have minimum impact on the production
* **Full proof roll up plan** while release
* Informing about the downtime to all stake holders
* Release note: reviewing this once prepared by technical writer

**Delivery Manager**Currently looking after the entire delivery to the customer: It includes requirement gathering, gap analysis, sign off (Doc preparation – BRD/FRD), Prioritizing it.* Upon development completion UAT is scheduled for customers
* After UAT sign off GO LIVE is done

**Risk Mitigation**These strategies include risk **avoidance**, transfer, and elimination, sharing and reducing to an acceptable level.* These 4 principles are used during end to end development so that risk can be taken care at all places.

**Stake Holder Management*** Product roadmap discussion ahead of the year/Quarter
* Prioritization on fortnight of the backlog
* Matrix of the development and total revenue generated on weekly and monthly basis is shared

**Budget Planning*** Part of the budget planning in terms product for the year 2020 which covers recruitment of any employees, new security features implementation or database migration, onsite visit etc.

**Product Roadmap** * There are many scrum techniques applied to have the product road map discussion with stakeholders e.g. Vision Box and the same discussion happens quarterly.

**Team Management**:* Involved in **strategic initiative** to onboard new associates
* Look after the team to maintain a good area to work for the employees
* Look after the entire process from Hiring to Firing of the associates as well
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**IV. Previous Company – Insure First Insurance Brokers LLP (Start UP)**

Project/Assignment

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| Role | API Product Manager **(Web & Mobile App – Agile)** |
| Location | Kolkata |
| Domain  | Insurance  |
| Duration | **1st July 2017 – 17th May 2019** |
| Core Responsibility | * Being the Project Manager I was involved in the end to end project management from scratch to final delivery of the project
* We have done multiple internal projects and a major **mobile application** which is **LIVE** now in **Play Store** with the name **“Bima Saathi”**

**Agile project development*** We have delivered all projects in Agile Methodology
* I was handling 2 projects simultaneously as a product manager and there were 2 different scrum master
* Being the product manager, I took the requirements related to project from partners in prioritization call/Quarter planning meeting
* Based on the requirements I was creating the user stories and some Epics into sprints. Each sprint size was 2 weeks.
* The backlogs were discussed in the prioritization call and again team use to pick those stories.
* Retrospective meeting: This was scheduled day next to release to understand the entire sprint achievement or failure

**API Integration*** We successfully did almost 15 API integration with the Insurance companies to get the real time quotation and compare it with other insurance companies
* There are resp API end points which I run through the Postman and validate before moving it for development
* Request and response JSON helps to validate the same API after full integration

**Risk Analysis:*** Before implementing any project, I was involved in the risk analysis of the complete features along with **GO TO market strategy**

**Product Road Map :*** The product goals on quarterly/yearly basis is discussed
* Reports are shared on weekly basis
* Closely in touch with the stake holder on the day today market analysis
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**III. Previous Company – My own start up**

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| Role | Part of Founding Team |
| Location | Kolkata |
| Domain  | Fleet Management |
| Duration | **1st Oct 2016 – 30th June 2017** |
| Core Responsibility | * There was an idea upon which I was thinking to develop mobile application
* The idea was really exciting and hence I could convenience few of my friends to work with me along with their job
* The idea was for the fleet management to carry house hold or other things from one place to another through the app
* The name of the app was so promising that the Ratan Tata group asked me to share the same in the form of pitch deck
* The name of the app was : **Chhota Hathi**
* I was behind the project and application required money.
* My other responsibilities and obligations kept on increasing and hence preferred to go back for the Job and got good opportunity into one start up only
* By the time I got response from Ratan Tata investment wings the idea was already in the market by someone else. Below screen shot shows the proof of the response from the **Ratan Tata’s investment wing**

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 **II. Previous Company: Wolters Kluwer India Pvt. Ltd (13th Jan 2016 – 28th Sep 2016)**

Project/Assignment – CCH iFirm Cloud based software designed for CA firm

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| Project Name | iFirm implementation and support (Cloud Based ERP) |
| Location | Kolkata |
| Domain  | Chartered Accountants Firm (Practice management) |
| Role | Project Manager(East) |
| Duration | **13th Jan 2016 - 28th Sep 2016** |
| Core Responsibility | **Client Orientation / Project Assessment*** Clarification of client requirements, business needs and project objectives, via feedback sessions and client meetings, in collaboration with all stakeholders.
* Scoping & Budgeting
* Conduction of Business analysis involving requirement gathering, feasibility determination
* Strategized project scoping and specifications documents, to clearly communicate the project roadmap. This includes development of business cases for the projects which are not in the Program Office Budget giving an entire justification regarding the current business problem, business needs, business benefits from the project and approval for the budget.
* Analysis & High-Level Design Documentation
* Requirement Analysis by understanding the business process completely.
* Preparing High Level Functional Specification Documents based on requirement Analysis.
* Client Communication & Change Control
* Providing regular updates to clients.
* Responsible for coordinating, tracking, updating project issues, risks.
* User manual creation for end users.
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**I. Previous Company: Tata Consultancy Services Ltd. (Dec 2010 to 12th Jan 2016)**

Followings are the assignment I worked during course of 5 yrs. in TCS

3. Previous Project/Assignment

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| Project Name | TCS ion- SMB -Delivery and Support |
| Location | TCS, Jamshedpur |
| Domain  | **Manufacturing (MM – P2P/ O2C)** |
| Role | Business Analyst(Module Lead) |
| Duration | **Nov 2012 - Dec 2015** |
| Core Responsibility | **Interface between client, Product owners, business and IT team**As a Project manager with a team of 30 people- Core work was to:• Formulate business requirements through client interviews and requirement workshops• Generated high level project scope and business scenarios for IT software development projects• Decompose project scope into detail IT functional, non-functional requirements, user stories, use cases and include in the Business Requirements Document (BRD)• Identify and resolve gaps within the business requirements; manage inter-dependencies between work groups (stakeholders and business factories)• Create process flows using MS Visio tool and incorporate into BRD along with factory solution approach• Document and facilitate System Requirements (SRD) reviews with process and development teams• Conduct requirement workshops and review sessions with the IT development and testing teams• Manage business and system requirements using IBM RequisitePro tool (Waterfall model) and Epic user stories, child user stories, tasks in Rally tool (Agile Scrum model)• Manage requirement change (RFC) and update requests as per ITIL processes• Define testing objectives and strategies for User Acceptance Test (UAT) and User Certification Test (UCT)• Create test plan, test scenarios, test cases, test data, test entry & exit criteria, checklist for pre-production and post-production testing• **CRM**- Implementation of CRM helped customer and its sales team to capture more customers and their daily follow ups, generating more leads from different sources and keeping the records for future follow up.• Finance Module: All statutory compliances related to **VAT, CST, E1/E2, Excise** etc. implementation |

2. Project/Assignment

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| Project Name | GECARS (GE-Health Care US/EMEA) |
| Location | TCS, Noida |
| Domain  | **Finance accounting (Account Receivable)** |
| Role | Module Lead (Business Analyst) |
| Duration | July 2011 – Oct 2012 |
| Core Responsibility | -- **Main aim was to make the ERP more automated to give solutions better than SAP/Oracle in Account Receivable.**-- Got many appreciations after the successful development of PMU tool with the help of developers which saved the time of customers by 1hr and in turn saved the 100 million revenue.**Ground activities** * Due Diligence with Customer (NAM/ASPAC region)
* Understand the end to end process of customer
* Execution setup for Lite/Classic/Prime model
* SIT testing (Including all stake holders from within due date to test all the setup basically.
* User Acceptance Testing (Basically to test all the transactions and reports end to end
* Final handover to business (Based on all testing use to give support and hand it over to business)
* Starting with Customer load, Invoice load, forward Open Item Reports to business
* Migration from Model to Model and ERP to ERP and worked on R12 also while upgrading along with SOA testing.
* Also worked on PMU tool with development team closely for giving requirements and testing.
* Back feed Generation, Trigger, forward Back feed report to business.
* Worked on Healthcare as a lead from Kolkata team.
* Handling team and training to new team members
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1. Previous Project/Assignment

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| Project Name | MTX - (Nortel-Ericsson) |
| Location | Mumbai |
| Domain | Telecomm |
| Technology | C++, Core JAVA, Protel |
| Role | Developer |
| Duration | Mar 2011 - June 2011 |
| Core Responsibility | * Monitor the citrix tool tracker for assigned CR’s
* Perform requirement gathering from onsite team on the respective CR.
* Understand the requirement and do gap analysis and query resolution with onsite team
* Create specifications and test cases for the CR’s
* Design and develop the code with project specific standards
* Perform internal testing, QA testing and user acceptance testing and sanity testing.
* Interaction with QA team, Customer and onsite team for CR resolution.
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