**Nurturing Process - Capstone Project2 –Agile-Scrum V2D2 Aug2024**

***Question 1 – write Agile Manifesto***

***Answer:***

**Agile Manifesto**

The **Agile Manifesto** consists of **4 values** and **12 principles** that serve as the foundation for Agile project management and software development.

**4 Agile Values**

1. **Individuals and interactions over processes and tools**
	* Agile prioritizes collaboration and teamwork over rigid tools and processes.
	* Example: A Scrum team values direct discussions over relying too much on emails or project management software.
2. **Working software over comprehensive documentation**
	* The goal is to deliver functional software rather than getting stuck in excessive paperwork.
	* Example: Instead of spending months documenting requirements, Agile teams quickly develop and release working features.
3. **Customer collaboration over contract negotiation**
	* Agile encourages continuous communication with customers rather than just sticking to pre-defined contract terms.
	* Example: In a food delivery app, gathering real-time feedback from customers can improve app features instead of waiting for contract amendments.
4. **Responding to change over following a plan**
	* Agile is flexible and adapts to changing customer needs rather than strictly following an initial project plan.
	* Example: If users demand a "Live Order Tracking" feature, Agile teams prioritize its development instead of rigidly following an outdated roadmap.

**12 Agile Principles**

1. **Customer satisfaction through early and continuous delivery**
	* Deliver software in smaller increments to meet customer needs quickly.
2. **Welcome changing requirements, even late in development**
	* Agile allows changes anytime to ensure better results.
3. **Deliver working software frequently**
	* Instead of one big release, Agile delivers updates in short cycles (sprints).
4. **Business and developers must work together daily**
	* Continuous collaboration between business stakeholders and developers ensures alignment.
5. **Build projects around motivated individuals**
	* Teams should be empowered, motivated, and trusted to get work done.
6. **Face-to-face communication is the best**
	* Direct interaction helps resolve doubts faster than emails or documents.
7. **Working software is the primary measure of progress**
	* Success is determined by how well the software functions, not just documentation.
8. **Maintain a sustainable development pace**
	* Teams should work at a consistent speed to avoid burnout.
9. **Continuous attention to technical excellence and good design**
	* Clean, scalable, and maintainable code ensures long-term success.
10. **Simplicity – maximize the amount of work not done**
* Avoid unnecessary complexity; keep things simple.
1. **Self-organizing teams create the best results**
* Teams should make decisions rather than waiting for managers to dictate everything.
1. **Regular reflection and adjustment for continuous improvement**
* Sprint Retrospectives help teams analyse mistakes and improve in future sprints.

*Question 2 – User Stories- Acceptance Criteria-BV-CP*

***Answer:*** *Here are 40 User Stories along with their acceptance criteria-BV & CP*

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| --- | --- | --- |
| User Story No: 1 | Tasks: 2 | Priority: HIGHEST |
| Value Statement: AS A DELIVERY BOYI WANT TO LOGIN TO MY ACCOUNTSO THAT I CAN ACCESS MY DASHBOARD |
| BV:500 | CP: 02 |
| ACCEPTANCE CRITERIALogin ScreenText Boxes for Username and PasswordForgot Password option availableClick on Login ButtonRedirect to Dashboard on successful login |

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| --- | --- | --- |
| User Story No: 2 | Tasks: 2 | Priority: HIGHEST |
| Value Statement: AS A CUSTOMERI WANT TO ADD ITEMS TO MY CART SO THAT I CAN ORDER FOOD FROM A RESTAURANT |
| BV:500 | CP:02 |
| ACCEPTANCE CRITERIADisplay a list of available restaurantsSearch bar to filter restaurants by name or cuisineDisplay ratings and reviews for each restaurantClick on a restaurant to view its menu |

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| --- | --- | --- |
| User Story No: 3 | Tasks: 2 | Priority: HIGHEST |
| Value Statement: AS A CUSTOMER I WANT TO ADD ITEMS TO MY CARTSO THAT I CAN ORDER FOOD FROM A RESTAURANT |
| BV:500 | CP:02 |
| ACCEPTANCE CRITERIAMenu items displayed with prices and descriptions Add to Cart button for each itemView cart summary with total priceOption to increase or decrease quantity |

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| --- | --- | --- |
| User Story No: 4 | Tasks: 2 | Priority: HIGHEST |
| AS A CUSTOMER I WANT TO CHECKOUT AND PLACE MY ORDERSO THAT I CAN RECEIVE MY FOOD |
| BV:400 | CP:02 |
| ACCEPTANCE CRITERIADisplay order summary before paymentChoose delivery address and payment methodConfirm order with "Place Order" buttonSend order confirmation notification |

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| --- | --- | --- |
| User Story No: 5 | Tasks: 2 | Priority: HIGH |
| AS A DELIVERY BOYI WANT TO VIEW MY ASSIGNED ORDERSSO THAT I CAN DELIVER THEM ON TIME |
| BV:450 | CP:02 |
| ACCEPTANCE CRITERIADisplay list of assigned ordersShow pickup and delivery locationOrder details include customer name and contact numberClick on an order to view full details |

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| --- | --- | --- |
| User Story No: 6 | Tasks: 2 | Priority: HIGH |
| AS A RESTAURANT OWNERI WANT TO UPDATE ORDER STATUSSO THAT CUSTOMERS KNOW THEIR ORDER PROGRESS |
| BV:450 | CP:02 |
| ACCEPTANCE CRITERIAUpdate status options: "Preparing," "Ready for Pickup," "Out for Delivery"Status update reflects in real-timeSend notification to customer when status changesTrack order status from dashboard |

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| --- | --- | --- |
| User Story No: 7 | Tasks: 2 | Priority: HIGH |
| AS A CUSTOMERI WANT TO TRACK MY ORDER LIVESO THAT I KNOW WHEN TO EXPECT DELIVERY |
| BV:500 | CP:02 |
| ACCEPTANCE CRITERIALive order tracking pageDisplay real-time delivery statusShow estimated delivery timeSend notifications for order status updates |

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| --- | --- | --- |
| User Story No: 8 | Tasks: 2 | Priority: HIGH |
| AS A DELIVERY BOYI WANT TO MARK AN ORDER AS DELIVEREDSO THAT THE SYSTEM RECORDS SUCCESSFUL DELIVERY |
| BV:450 | CP:03 |
| ACCEPTANCE CRITERIA"Mark as Delivered" button availableConfirm customer received the orderSend successful delivery notificationUpdate order status in the system |

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| User Story No: 9 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMERI WANT TO RATE AND REVIEW MY ORDERSO THAT I CAN SHARE MY EXPERIENCE WITH OTHERS |
| BV:400 | CP:02 |
| ACCEPTANCE CRITERIADisplay rating system (1-5 stars)Text box for customer reviewSubmit button to post reviewReviews visible on restaurant’s profile |

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| --- | --- | --- |
| User Story No: 10 | Tasks: 2 | Priority: MEDIUM |
| AS A RESTAURANT OWNERI WANT TO RESPOND TO CUSTOMER REVIEWSSO THAT I CAN ENGAGE WITH MY CUSTOMERS |
| BV:400 | CP:02 |
| ACCEPTANCE CRITERIADisplay list of customer reviewsOption to reply to each reviewResponses are publicly visibleNotification sent to customer when restaurant replies |

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| --- | --- | --- |
| User Story No: 11 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMERI WANT TO CANCEL MY ORDERSO THAT I CAN AVOID RECEIVING AN ORDER I NO LONGER WANT |
| BV:450 | CP:02 |
| ACCEPTANCE CRITERIACancel Order button available before preparation startsRefund policy applies based on order statusSend cancellation confirmation notificationUpdate restaurant and delivery personnel |

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| --- | --- | --- |
| User Story No: 12 | Tasks: 2 | Priority: MEDIUM |
| AS A RESTAURANT OWNER I WANT TO SET OPERATING HOURS SO THAT CUSTOMERS CAN ORDER DURING BUSINESS HOURSAS  |
| BV: 400 | CP: 03 |
| ACCEPTANCE CRITERIASettings page to set opening and closing timeOrders can only be placed during operating hoursDisplay closed status when restaurant is not availableNotification sent when hours change |

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| --- | --- | --- |
| User Story No: 13 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMERI WANT TO SAVE MY FAVORITE RESTAURANTSSO THAT I CAN EASILY ORDER FROM THEM AGAIN |
| BV:400 | CP:02 |
| ACCEPTANCE CRITERIA"Add to Favorites" button on restaurant profileView saved restaurants in a separate tabOption to remove from favoritesQuick access to menu of favorite restaurant |

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| User Story No: 14 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMERI WANT TO VIEW MY ORDER HISTORYSO THAT I CAN REORDER PREVIOUS MEALS |
| BV:400 | CP:02 |
| ACCEPTANCE CRITERIADisplay list of past orders with detailsOption to reorder with one clickShow date, restaurant name, and items orderedAllow filtering orders by date range |

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| --- | --- | --- |
| User Story No: 15 | Tasks: 2 | Priority: MEDIUM |
| AS A RESTAURANT OWNERI WANT TO MANAGE MY MENU ITEMSSO THAT I CAN UPDATE PRICES AND AVAILABILITY |
| BV:400 | CP:02 |
| ACCEPTANCE CRITERIAAdd, edit, or remove menu itemsSet availability status (Available, Out of Stock)Update prices and descriptionsChanges reflect instantly on the customer app |

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| --- | --- | --- |
| User Story No: 16 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMERI WANT TO APPLY PROMO CODESSO THAT I CAN AVAIL DISCOUNTS ON MY ORDER |
| BV:400 | CP:03 |
| ACCEPTANCE CRITERIAPromo code entry field at checkoutValidate promo codes for eligibilityApply discount and update total priceDisplay error message for invalid codes |

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| --- | --- | --- |
| User Story No: 17 | Tasks: 2 | Priority: MEDIUM |
| AS A DELIVERY BOYI WANT TO RECEIVE NAVIGATION ASSISTANCESO THAT I CAN REACH DELIVERY LOCATIONS EASILY |
| BV:400 | CP:02 |
| ACCEPTANCE CRITERIAIntegration with Google Maps for navigationDisplay pickup and delivery locationsOption to start navigation from the appShow estimated travel time |

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| --- | --- | --- |
| User Story No: 18 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMERI WANT TO CONTACT THE DELIVERY PERSONSO THAT I CAN COMMUNICATE IN CASE OF ANY ISSUES |
| BV:400 | CP:02 |
| ACCEPTANCE CRITERIADisplay delivery person’s contact number"Call Delivery Boy" button available in the appMask phone numbers for privacy protectionAllow chat option for text communication |

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| User Story No: 19 | Tasks: 2 | Priority: MEDIUM |
| AS A RESTAURANT OWNERI WANT TO SEE DAILY SALES REPORTSSO THAT I CAN TRACK MY BUSINESS PERFORMANCE |
| BV:450 | CP:02 |
| ACCEPTANCE CRITERIADashboard displaying sales summaryView total orders, revenue, and cancellationsFilter sales reports by date rangeDownload sales report in PDF format |

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| User Story No: 20 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMERI WANT TO RECEIVE ORDER CONFIRMATION NOTIFICATIONSSO THAT I AM AWARE THAT MY ORDER IS PLACED SUCCESSFULLY |
| BV:450 | CP:03 |
| ACCEPTANCE CRITERIASend push notification on successful order placementSend email confirmation with order detailsDisplay order summary on the appInclude expected delivery time in confirmation |

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| --- | --- | --- |
| User Story No: 21 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMERI WANT TO TRACK MY ORDER IN REAL-TIMESO THAT I KNOW THE EXACT STATUS OF MY DELIVERY |
| BV:450 | CP:03 |
| ACCEPTANCE CRITERIALive order tracking screenShow current location of the delivery boyDisplay estimated time of arrival (ETA)Update status in real-time (e.g., Out for Delivery, Delivered, etc.) |

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| --- | --- | --- |
| User Story No: 22 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMERI WANT TO RATE AND REVIEW MY ORDERSO THAT I CAN SHARE MY EXPERIENCE WITH OTHERS |
| BV:400 | CP:02 |
| ACCEPTANCE CRITERIAStar rating system (1-5 stars)Text box for written reviewSubmit button to publish the reviewOption to edit or delete the review within 24 hours |

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| --- | --- | --- |
| User Story No: 23 | Tasks: 2 | Priority: HIGH |
| AS A RESTAURANT OWNERI WANT TO RESPOND TO CUSTOMER REVIEWSSO THAT I CAN ADDRESS FEEDBACK AND IMPROVE SERVICE |
| BV:400 | CP:02 |
| ACCEPTANCE CRITERIAAbility to reply to customer reviewsDisplay restaurant owner’s response below the reviewOption to mark inappropriate reviews for moderationNotification to customers when their review gets a response |

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| --- | --- | --- |
| User Story No: 24 | Tasks: 2 | Priority: HIGH |
| AS A DELIVERY BOYI WANT TO MARK AN ORDER AS DELIVEREDSO THAT THE CUSTOMER AND RESTAURANT KNOW IT HAS BEEN COMPLETED |
| BV:500 | CP: 03 |
| ACCEPTANCE CRITERIA"Mark as Delivered" button in the delivery appSend push notification to customer and restaurantUpdate order status to DeliveredCapture customer’s signature or OTP for verification |

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| --- | --- | --- |
| User Story No: 25 | Tasks: 2 | Priority: HIGH |
| AS A CUSTOMERI WANT TO RECEIVE PROMOTIONAL OFFERS AND DISCOUNTSSO THAT I CAN SAVE MONEY ON MY ORDERS |
| BV:450 | CP:02 |
| ACCEPTANCE CRITERIADisplay personalized offers on the homepageSend push notifications for new dealsApply discounts automatically at checkout when eligibleOption to opt in/out of promotional notifications |

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| --- | --- | --- |
| User Story No: 26 | Tasks: 2 | Priority: HIGH |
| AS A RESTAURANT OWNERI WANT TO CREATE AND MANAGE DISCOUNT OFFERSSO THAT I CAN ATTRACT MORE CUSTOMERS |
| BV:450 | CP:02 |
| ACCEPTANCE CRITERIACreate new offers with discount percentage or fixedamountSet validity period for the offersOption to apply discounts to specific items or full menuCustomers can see offers on the restaurant profile |

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| --- | --- | --- |
| User Story No: 27 | Tasks: 2 | Priority: HIGH |
| AS A CUSTOMERI WANT TO PAY USING MULTIPLE PAYMENT METHODSSO THAT I HAVE FLEXIBILITY IN COMPLETING MY ORDER |
| BV:500 | CP: 03 |
| ACCEPTANCE CRITERIADisplay multiple payment options (Credit/Debit Card, UPI, Net Banking, COD)Allow customers to save preferred payment methodsSecure OTP-based authentication for online paymentsNotify customers of payment success or failure |

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| --- | --- | --- |
| User Story No: 28 | Tasks: 2 | Priority: HIGH |
| AS A DELIVERY BOYI WANT TO VIEW MY DAILY EARNINGSSO THAT I CAN TRACK HOW MUCH I HAVE MADE |
| BV:400 | CP:02 |
| ACCEPTANCE CRITERIADisplay total earnings for the dayShow breakdown of earnings per orderAllow filtering by date rangeOption to withdraw earnings if eligible |

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| --- | --- | --- |
| User Story No: 29 | Tasks: 2 | Priority: HIGH |
| AS A CUSTOMERI WANT TO RECEIVE A DIGITAL INVOICE FOR MY ORDERSO THAT I CAN KEEP A RECORD OF MY PURCHASE |
| BV:450 | CP:02 |
| ACCEPTANCE CRITERIAGenerate digital invoice after successful paymentDisplay invoice with order details and price breakdownOption to download invoice as PDFSend invoice to registered email |

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| --- | --- | --- |
| User Story No: 30 | Tasks: 2 | Priority: HIGH |
| AS A RESTAURANT OWNERI WANT TO MANAGE MULTIPLE BRANCHES FROM ONE ACCOUNTSO THAT I CAN OVERSEE ALL OPERATIONS EFFICIENTLY |
| BV:500 | CP: 03 |
| ACCEPTANCE CRITERIAAdd, edit, or remove multiple restaurant locationsView performance reports for each branchAssign branch-specific managersEnable branch-specific menu customization |

|  |  |  |
| --- | --- | --- |
| User Story No: 31 | Tasks: 2 | Priority: HIGH |
| AS A CUSTOMERI WANT TO BE ABLE TO TIP THE DELIVERY BOYSO THAT I CAN REWARD GOOD SERVICE |
| BV:350 | CP: 03 |
| ACCEPTANCE CRITERIAOption to add a tip at checkoutSuggested tip amounts or custom tip entryShow tip breakdown in order summaryTransfer tips directly to the delivery person’s account |

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| --- | --- | --- |
| User Story No: 32 | Tasks: 2 | Priority: HIGH |
| AS A DELIVERY BOYI WANT TO RECEIVE CUSTOMER RATINGSSO THAT I CAN IMPROVE MY SERVICE QUALITY |
| BV:450 | CP:02 |
| ACCEPTANCE CRITERIACustomers can rate the delivery experience (1-5 stars)Feedback visible on delivery boy’s profileNotification sent when a new rating is receivedDelivery boy can view average rating and past feedbacb |

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| --- | --- | --- |
| User Story No: 33 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMERI WANT TO SCHEDULE AN ORDER FOR LATER DELIVERYSO THAT I CAN RECEIVE MY FOOD AT A CONVENIENT TIME |
| BV:400 | CP:02 |
| ACCEPTANCE CRITERIAOption to select a future delivery date and timeOrders should be placed in the restaurant's queueReminder notification sent before delivery timeAbility to edit or cancel the scheduled order |

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| --- | --- | --- |
| User Story No: 34 | Tasks: 2 | Priority: MEDIUM |
| AS A RESTAURANT OWNERI WANT TO SET A LIMIT ON DAILY ORDERSSO THAT I CAN AVOID OVERLOADING MY KITCHEN |
| BV:400 | CP:02 |
| ACCEPTANCE CRITERIAOption to set a maximum number of orders per dayDisplay "Orders Full" status when the limit is reachedCustomers receive notification if a restaurant is fully bookedAllow adjustments to the order limit as needed |

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| --- | --- | --- |
| User Story No: 35 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMERI WANT TO REQUEST A REFUND FOR A CANCELLED ORDERSO THAT I CAN GET MY MONEY BACK IF I DIDN’T RECEIVE MY FOOD |
| BV:450 | CP:03 |
| ACCEPTANCE CRITERIARequest Refund button available in order historyRefund eligibility based on cancellation policyCustomers receive email confirmation for refund requestsRefund status visible in customer’s account |

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| --- | --- | --- |
| User Story No: 36 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMERI WANT TO REFER FRIENDS TO THE APPSO THAT I CAN EARN REWARDS FOR BRINGING NEW USERS |
| BV:450 | CP:03 |
| ACCEPTANCE CRITERIAUnique referral link for each customerReward system based on successful sign-ups or first ordersDisplay earned rewards in the customer’s profileNotify both the referrer and referee about successful referrals |

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| --- | --- | --- |
| User Story No: 37 | Tasks: 2 | Priority: MEDIUM |
| AS A RESTAURANT OWNERI WANT TO TEMPORARILY PAUSE ORDERSSO THAT I CAN MANAGE HIGH DEMAND PERIODS OR MAINTENANCE |
| BV:400 | CP:02 |
| ACCEPTANCE CRITERIAOption to pause orders from the restaurant dashboardDisplay "Temporarily Unavailable" message to customersNotify customers if a restaurant is not accepting ordersAbility to resume order acceptance anytime |

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| --- | --- | --- |
| User Story No: 38 | Tasks: 2 | Priority: MEDIUM |
| AS A CUSTOMERI WANT TO CONTACT CUSTOMER SUPPORT THROUGH CHATSO THAT I CAN GET HELP WITH MY ORDER ISSUES QUICKLY |
| BV:450 | CP:03 |
| ACCEPTANCE CRITERIAIn-app live chat feature for customer supportAuto-response for common queriesOption to escalate chat to a human agentStore chat history for future reference |

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| --- | --- | --- |
| User Story No: 39 | Tasks: 2 | Priority: HIGH |
| AS A DELIVERY BOYI WANT TO REPORT A DELIVERY ISSUESO THAT I CAN INFORM THE COMPANY ABOUT DELIVERY PROBLEMS |
| BV:450 | CP:02 |
| ACCEPTANCE CRITERIA"Report Issue" button in the delivery appSelect reason: Customer Unavailable, Wrong Address, Traffic Delay, etc.Attach optional photo or message for supportNotify admin and restaurant about reported issue |

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| --- | --- | --- |
| User Story No: 40 | Tasks: 2 | Priority: HIGH |
| AS AN ADMINI WANT TO VIEW BUSINESS PERFORMANCE REPORTSSO THAT I CAN ANALYZE SALES AND GROWTH |
| BV:500 | CP: 03 |
| ACCEPTANCE CRITERIADisplay total orders, revenue, and active restaurantsGenerate reports based on date range and regionDownload reports in Excel or PDF formatProvide insights on customer behavior and sales trends |

***Question 3– What is epic? Write 2 epics***

*Answer:*

An **Epic** is a **large user story** that cannot be completed within a single sprint and needs to be broken down into smaller, more manageable **user stories**. Epics represent **high-level business requirements** that are later refined into detailed user stories during backlog grooming.

**Epic 1: Order Management System**

**Description:**

This epic focuses on the entire order management process, from order placement to order tracking and delivery completion.

**Breakdown into User Stories:**

1. **As a customer, I want to add food items to my cart so that I can place an order.**
2. **As a customer, I want to apply discount coupons so that I can avail offers on my order.**
3. **As a customer, I want to select a payment method so that I can complete my order.**
4. **As a customer, I want to track my order in real-time so that I know when my food will arrive.**
5. **As a customer, I want to rate and review my order so that I can share my experience with others.**

| **Epic Name** | **Order Management System** |
| --- | --- |
| **BV:** 1000 | **CP:** 10 |

**Epic 2: Delivery Partner Experience**

**Description:**

This epic focuses on improving the experience of delivery personnel by enabling order assignments, navigation, and issue reporting.

**Breakdown into User Stories:**

1. **As a delivery partner, I want to receive order assignments so that I can start the delivery process.**
2. **As a delivery partner, I want to view customer details and location so that I can complete deliveries efficiently.**
3. **As a delivery partner, I want navigation assistance so that I can reach the destination faster.**
4. **As a delivery partner, I want to mark an order as delivered so that the system updates order status.**
5. **As a delivery partner, I want to report delivery issues so that I can notify the company about problems.**

| **Epic Name** | **Delivery Partner Experience** |
| --- | --- |
| **BV:** 900 | **CP:** 9 |

***Question 4 –What is the difference between BV and CP***

***Answer:***

**Difference Between Business Value (BV) and Complexity Points (CP)**

| **Aspect** | **Business Value (BV)** | **Complexity Points (CP)** |
| --- | --- | --- |
| **Definition** | BV represents the **importance** or **impact** of a user story on the business. | CP represents the **effort** required to develop the user story. |
| **Who Decides?** | Product Owner and Stakeholders | Scrum Team (Developers) |
| **Measurement Unit** | Measured in **monetary value or priority points** (e.g., 1000, 500, 200). | Measured using **Story Points** (e.g., 1, 2, 3, 5, 8, 13). |
| **Purpose** | Helps prioritize **which features should be built first** based on business impact. | Helps estimate **how much work is needed** to complete a user story. |
| **Example** | A **live order tracking feature** may have **BV = 1000** because it increases customer satisfaction. | The same feature may have **CP = 8** because it requires complex real-time updates. |

**Key Takeaway:**

* **BV helps prioritize features based on business needs.**
* **CP helps estimate the effort required for development.**
* A **high BV and low CP** means a feature is **valuable and easy to build** (ideal for early implementation).
* A **high BV and high CP** means a feature is **valuable but complex**, requiring careful planning.

***Question 5 –Explain about Sprint***

***Answer:***

**What is a Sprint?**

A **Sprint** is a fixed-length timebox in Agile Scrum, usually lasting **1 to 4 weeks**, during which the Scrum team works on a set of prioritized user stories to develop a **potentially shippable product increment**.

**Key Aspects of a Sprint:**

1. **Sprint Duration:**
	* Typically **2 weeks** (but can range from 1 to 4 weeks).
	* The duration is fixed and remains consistent throughout the project.
2. **Sprint Planning:**
	* The team selects **user stories** from the **Product Backlog** and moves them into the **Sprint Backlog**.
	* Each user story is broken into **tasks**, and the team commits to completing them within the sprint.
3. **Daily Scrum (Stand-up Meeting):**
	* A **15-minute daily meeting** where the team discusses:
		1. What they worked on yesterday.
		2. What they will work on today.
		3. Any roadblocks or challenges.
4. **Sprint Execution:**
	* The team develops, tests, and integrates features following Agile principles.
	* Developers, testers, and business analysts collaborate to complete user stories.
5. **Sprint Review:**
	* At the end of the sprint, the team presents the **completed work** to stakeholders.
	* Stakeholders provide **feedback**, and changes may be added to the **Product Backlog**.
6. **Sprint Retrospective:**
	* The team reflects on the sprint and discusses:
		1. What went well.
		2. What did not go well.
		3. Areas of improvement for the next sprint.
7. **Sprint Goal:**
	* A well-defined **objective** for the sprint, ensuring the team remains focused on delivering business value.
8. **Sprint Completion:**
	* A **Potentially Shippable Product Increment** is delivered.
	* If any user story is **incomplete**, it is moved back to the **Product Backlog** for re-prioritization.

**Example of a Sprint:**

**Sprint Duration: 2 Weeks**

| **Sprint Day** | **Activity** |
| --- | --- |
| Day 1 | **Sprint Planning** – Select user stories and create tasks |
| Day 2-13 | **Development and Testing** – Daily Stand-ups |
| Day 14 | **Sprint Review and Demo** – Show completed work |
| Day 14 | **Sprint Retrospective** – Identify improvements |

**Why Are Sprints Important?**

* Ensure **continuous delivery** of working software
* Allow **frequent feedback** and quick adaptation to changes
* Promote **team collaboration and transparency**
* Keep work **manageable and focused** within a short timeframe

***Question 6 – Explain Product backlog and sprint back log***

***Answer*:**

**Product Backlog**

The **Product Backlog** is a prioritized list of all features, enhancements, bug fixes, and technical tasks that need to be implemented in the product. It is maintained by the **Product Owner** and continuously refined based on business needs and customer feedback.

**Key Characteristics of a Product Backlog:**

* Contains **all requirements** for the product, including user stories, epics, and technical tasks.
* Items are **prioritized** based on business value and customer needs.
* It is **dynamic** and can be updated frequently based on stakeholder input.
* Items are estimated using **Business Value (BV) and Complexity Points (CP)**.
* The **Product Owner** is responsible for backlog grooming and refinement.

**Example of a Product Backlog:**

| **ID** | **User Story** | **Priority** | **BV** | **CP** |
| --- | --- | --- | --- | --- |
| 1 | As a customer, I want to track my order in real-time | High | 1000 | 5 |
| 2 | As a delivery boy, I want to receive navigation assistance | Medium | 800 | 3 |
| 3 | As a restaurant owner, I want to set operating hours | Medium | 600 | 2 |
| 4 | As a customer, I want to apply promo codes at checkout | Low | 500 | 2 |

**Sprint Backlog**

The **Sprint Backlog** is a subset of the **Product Backlog** that contains the user stories and tasks selected for a **specific sprint**. It is created during the **Sprint Planning Meeting**, and the development team commits to completing these items by the end of the sprint.

**Key Characteristics of a Sprint Backlog:**

* Contains only the **tasks planned for the current sprint**.
* It is **owned and managed by the development team**.
* Tasks are **broken down into smaller units** for development.
* The team tracks progress using **Work in Progress (WIP) limits** and a **Sprint Burndown Chart**.

**Example of a Sprint Backlog:**

| **ID** | **User Story** | **Task** | **Status** |
| --- | --- | --- | --- |
| 1 | As a customer, I want to track my order | Develop tracking module | In Progress |
| 2 | As a delivery boy, I want navigation assistance | Integrate Google Maps API | To Do |
| 3 | As a restaurant owner, I want to set operating hours | Create settings module | Done |

**Difference Between Product Backlog and Sprint Backlog**

| **Feature** | **Product Backlog** | **Sprint Backlog** |
| --- | --- | --- |
| **Definition** | A list of all features, enhancements, and bugs needed for the product | A list of tasks selected from the Product Backlog for a specific sprint |
| **Ownership** | Managed by the **Product Owner** | Managed by the **Scrum Team** |
| **Scope** | Covers the **entire product lifecycle** | Covers only **one sprint (1-4 weeks)** |
| **Updates** | Continuously updated based on business priorities | Updated daily during the sprint |
| **Prioritization** | Items are prioritized based on business value | Items are fixed for the sprint duration |

Both the **Product Backlog** and **Sprint Backlog** play a crucial role in Agile development, ensuring smooth workflow and timely delivery of features.

***Question 7 – What is an Impediments Log? Write 2 Impediments***

***Answer:***

**What is an Impediments Log?**

An **Impediments Log** is a document or tool used in Agile Scrum to track **obstacles** that are blocking or slowing down the team's progress. It is maintained by the **Scrum Master**, who is responsible for resolving or escalating these impediments.

**Key Characteristics of an Impediments Log:**

* Lists all issues affecting the sprint’s progress.
* Helps track **who is responsible** for resolving each impediment.
* Ensures that **blockers are addressed quickly** to maintain sprint momentum.
* Used in **Daily Stand-ups** to report ongoing challenges.

**Example of an Impediments Log**

| **ID** | **Date Logged** | **Impediment** | **Impact** | **Owner** | **Status** |
| --- | --- | --- | --- | --- | --- |
| 1 | 22-Mar-2025 | API integration failure | Blocking payment processing feature | Tech Lead | In Progress |
| 2 | 23-Mar-2025 | Server downtime | Delaying testing and deployment | DevOps Team | Resolved |

**Two Examples of Impediments**

**Impediment 1: API Integration Failure**

**Description:** The payment gateway API is not responding correctly, preventing customers from completing online payments.
**Impact:** Orders cannot be placed, leading to business loss.
**Resolution:** The technical team is coordinating with the payment provider to fix the issue.

**Impediment 2: Server Downtime**

**Description:** The staging server crashed, preventing the team from deploying and testing new features.
**Impact:** Sprint progress is delayed as developers cannot test their code.
**Resolution:** The DevOps team restarted the server and implemented monitoring to prevent future failures.

Keeping an updated **Impediments Log** helps the team quickly identify and resolve roadblocks, ensuring smooth sprint execution.

**Question 8 – Explain Velocity of the Team**

**Answer:**

**What is Velocity in Agile?**

Velocity is a **key performance metric** in Agile that measures the amount of work a team completes during a sprint. It is calculated based on the number of **Story Points (CP - Complexity Points)** delivered in previous sprints.

Velocity helps teams:

* Predict how much work they can complete in future sprints.
* Plan sprint capacity and workload distribution.
* Identify productivity trends and bottlenecks.

**How to Calculate Velocity?**

Velocity is calculated by summing the **Story Points** of all completed user stories at the end of each sprint.

**Example of Velocity Calculation:**

| **Sprint** | **Story Points Completed** |
| --- | --- |
| Sprint 1 | 20 CP |
| Sprint 2 | 25 CP |
| Sprint 3 | 22 CP |

**Velocity = (20 + 25 + 22) / 3 = 22.3 CP per Sprint**

This means the team can plan to complete **approximately 22 Story Points in the next sprint**.

**Key Considerations for Velocity**

* Velocity is **team-specific** and should not be compared across teams.
* It may vary due to factors like team experience, technical challenges, or scope changes.
* **Consistent velocity** over multiple sprints indicates a well-functioning Agile team.

Tracking velocity helps teams **set realistic sprint goals** and improve efficiency over time.

**Sprint Burndown Chart**

A **Sprint Burndown Chart** is a visual representation of the work remaining in a sprint. It helps teams track progress and identify whether they are on track to complete all sprint tasks within the sprint duration.

**Key Features of a Sprint Burndown Chart:**

* X-Axis: **Sprint Duration (Days)**
* Y-Axis: **Remaining Story Points (CP) or Tasks**
* The chart starts with the total **Story Points** at the beginning of the sprint and decreases as tasks are completed.

**Example Sprint Burndown Chart:**

sql

CopyEdit

Story Points

50 | \*

40 | \* \*

30 | \* \*

20 | \* \*

10 | \* \*

 0 |---------------------- (Sprint End)

 Day 1 Day 3 Day 5 Day 7 Day 10

* If the line **steadily declines**, the sprint is on track.
* If it **flattens**, it indicates delays or blockers.

**Product Burndown Chart**

A **Product Burndown Chart** is similar to a Sprint Burndown Chart but tracks the progress of the entire product backlog across multiple sprints. It helps stakeholders see how much work remains before project completion.

**Key Features of a Product Burndown Chart:**

* X-Axis: **Sprint Numbers**
* Y-Axis: **Remaining Product Backlog Items (Story Points)**
* The chart shows the total backlog reducing over multiple sprints.

**Example Product Burndown Chart:**

lua

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Story Points

500 | \*

400 | \* \*

300 | \* \*

200 | \* \*

100 | \* \*

 0 |---------------------- (Project Completion)

 Sprint 1 Sprint 3 Sprint 5 Sprint 7 Sprint 10

* A **steep decline** indicates fast progress.
* A **flat line** may indicate scope creep or delays.

Both **Sprint Burndown** and **Product Burndown Charts** help teams track progress, manage expectations, and ensure on-time delivery.

***Question 10 – Explain About Product Grooming***

***Answer:***

**What is Product Grooming?**

Product Grooming, also known as **Backlog Refinement**, is a continuous process where the **Product Owner and Scrum Team** review, update, and prioritize the Product Backlog to ensure that upcoming sprints are well-prepared.

**Key Activities in Product Grooming**

1. **Prioritizing User Stories:**
	* Ensuring high-priority items are at the top of the backlog.
	* Aligning with business goals and stakeholder needs.
2. **Breaking Down Epics into User Stories:**
	* Large features (epics) are split into smaller, manageable user stories.
	* Stories are detailed enough for development in a single sprint.
3. **Estimating Story Points (CP):**
	* Assigning complexity points to backlog items using techniques like **Planning Poker**.
4. **Clarifying Requirements:**
	* Adding acceptance criteria to user stories.
	* Resolving ambiguities before the sprint starts.
5. **Removing Outdated or Irrelevant Stories:**
	* Eliminating features that are no longer needed.
	* Keeping the backlog **clean and manageable**.

**Benefits of Product Grooming**

* Ensures the **Product Backlog is always up-to-date**.
* Helps the Scrum Team **better understand upcoming work**.
* Reduces the time spent in **Sprint Planning meetings**.
* Improves **team collaboration** and requirement clarity.

Product Grooming is typically done **once per sprint**, but it can be conducted more frequently depending on the project needs.

***Question 11 – Explain the Roles of Scrum Master and Product Owner***

***Answer:***

**Scrum Master**

The **Scrum Master** is responsible for ensuring that the Scrum framework is followed and that the team works efficiently without obstacles. They act as a **servant leader** and coach for the team.

**Key Responsibilities of a Scrum Master:**

1. **Facilitating Scrum Events:**
	* Organizing Sprint Planning, Daily Stand-ups, Sprint Review, and Sprint Retrospective meetings.
2. **Removing Impediments:**
	* Identifying and resolving blockers that slow down the team's progress.
3. **Coaching the Team:**
	* Helping the team understand and apply Agile principles effectively.
4. **Ensuring Process Adherence:**
	* Making sure the team follows Scrum guidelines and best practices.
5. **Protecting the Team:**
	* Shielding the team from unnecessary distractions and external pressures.

**Product Owner**

The **Product Owner** is responsible for **defining the product vision** and ensuring that the team delivers value to the business. They act as a **bridge between stakeholders and the development team**.

**Key Responsibilities of a Product Owner:**

1. **Managing the Product Backlog:**
	* Creating, prioritizing, and refining user stories based on business needs.
2. **Defining Product Vision:**
	* Ensuring that the development team understands the long-term goals of the product.
3. **Stakeholder Communication:**
	* Gathering requirements and feedback from customers, business teams, and management.
4. **Ensuring Business Value:**
	* Prioritizing backlog items based on Business Value (BV) to maximize ROI.
5. **Accepting or Rejecting Work:**
	* Reviewing completed features and ensuring they meet the **Acceptance Criteria**.

**Comparison of Scrum Master vs. Product Owner**

| **Aspect** | **Scrum Master** | **Product Owner** |
| --- | --- | --- |
| **Focus** | Team efficiency and process adherence | Product vision and business value |
| **Main Role** | Facilitates Scrum and removes blockers | Manages backlog and prioritizes work |
| **Key Responsibility** | Coaching and supporting the team | Defining and delivering business value |
| **Interaction** | Works with the Scrum Team | Works with stakeholders and customers |
| **Decision-Making** | Guides the team but does not decide product features | Decides what features to build and prioritize |

Both roles are **essential for a successful Agile project**, ensuring **efficient team collaboration** and **business-driven product development**.

***Question 12 – Explain All Meetings Conducted in a Scrum Project***

***Answer:***

Scrum follows a structured set of meetings, known as **Scrum Ceremonies**, to ensure transparency, collaboration, and continuous improvement. These meetings help the team stay aligned and deliver value efficiently.

**1. Sprint Planning Meeting**

**Purpose:** To define what work will be completed in the upcoming sprint.
**Participants:** Scrum Master, Product Owner, Development Team
**Timebox:** 2 to 4 hours for a two-week sprint

**Key Activities:**

* The **Product Owner** presents the highest-priority backlog items.
* The team selects items for the **Sprint Backlog**.
* User stories are **broken down into tasks**.
* The team estimates effort using **Complexity Points (CP)**.
* A **Sprint Goal** is defined.

**2. Daily Scrum (Daily Stand-up)**

**Purpose:** To provide a quick status update on progress and challenges.
**Participants:** Scrum Team (Scrum Master, Developers, Product Owner may join)
**Timebox:** 15 minutes

**Each team member answers three questions:**

1. What did I work on yesterday?
2. What will I work on today?
3. Are there any blockers or impediments?

**Benefits:**

* Increases transparency and accountability.
* Helps identify impediments early.
* Keeps the team aligned toward sprint goals.

**3. Sprint Review**

**Purpose:** To showcase completed work to stakeholders and get feedback.
**Participants:** Scrum Team, Stakeholders, Product Owner
**Timebox:** 1 to 2 hours

**Key Activities:**

* The team presents completed **user stories**.
* The **Product Owner validates** if the work meets acceptance criteria.
* Stakeholders provide feedback for future improvements.
* Unfinished work is moved back to the **Product Backlog**.

**4. Sprint Retrospective**

**Purpose:** To reflect on the sprint and improve team processes.
**Participants:** Scrum Team (Scrum Master, Developers, Product Owner)
**Timebox:** 1 hour

**Key Discussion Points:**

* What went well in the sprint?
* What could be improved?
* What actions can we take to improve future sprints?

**Outcome:**

* The team agrees on action points for process improvement.

**5. Backlog Grooming (Product Backlog Refinement)**

**Purpose:** To keep the backlog updated, prioritized, and ready for future sprints.
**Participants:** Product Owner, Scrum Master, Development Team
**Timebox:** Ongoing process (1 to 2 hours per sprint)

**Key Activities:**

* Adding, removing, or reprioritizing backlog items.
* Breaking down large epics into user stories.
* Ensuring stories are well-defined with acceptance criteria.

**Summary Table**

| **Meeting** | **Purpose** | **Timebox** | **Participants** |
| --- | --- | --- | --- |
| Sprint Planning | Define sprint goals and backlog | 2 to 4 hours | Scrum Team |
| Daily Scrum | Quick status update | 15 minutes | Developers, Scrum Master |
| Sprint Review | Demonstrate completed work | 1 to 2 hours | Scrum Team, Stakeholders |
| Sprint Retrospective | Discuss improvements | 1 hour | Scrum Team |
| Backlog Grooming | Refine and prioritize backlog | 1 to 2 hours | Product Owner, Scrum Master, Developers |

Each Scrum meeting plays a crucial role in ensuring efficient workflow, continuous improvement, and high-quality product delivery.

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***Question 13 – Explain Sprint Size and Scrum Size***

***Answer:***

**Sprint Size**

Sprint Size refers to the total amount of work planned for a **single sprint**. It is measured in **Story Points (CP - Complexity Points)** or the number of **user stories** the team commits to completing within the sprint duration.

**Key Factors Affecting Sprint Size:**

1. **Team Capacity:** The number of developers and their availability.
2. **Historical Velocity:** The team’s past performance in completing Story Points.
3. **Sprint Duration:** A sprint typically lasts **1 to 4 weeks**, impacting the workload.
4. **Task Complexity:** Some tasks may require more effort, reducing the overall sprint size.

**Example:**

* If a team completes **50 Story Points per sprint**, then the **Sprint Size = 50 CP** for the next sprint.

**Scrum Size**

Scrum Size refers to the **number of tasks or work items completed within a single daily Scrum cycle**. It helps the team track daily progress within a sprint.

**Key Factors Affecting Scrum Size:**

1. **Number of Developers Working on a Task** – More team members may increase work completion per Scrum.
2. **Task Dependencies** – Some tasks require others to be completed first.
3. **Work Complexity** – Large or complex tasks take more Scrum cycles to complete.

**Example:**

* If a user story has **5 development tasks**, and the team completes **2 tasks per day**, the **Scrum Size = 2 tasks per Scrum**.

**Comparison of Sprint Size and Scrum Size**

| **Aspect** | **Sprint Size** | **Scrum Size** |
| --- | --- | --- |
| **Definition** | Total work planned for an entire sprint | Work completed within a single daily Scrum cycle |
| **Measurement Unit** | Story Points (CP) or Number of User Stories | Number of tasks completed per day |
| **Timeframe** | Covers the **entire sprint duration** (1-4 weeks) | Covers a **single day’s work** |
| **Used For** | Sprint Planning and backlog selection | Tracking daily progress within the sprint |

A well-balanced **Sprint Size** ensures that the workload is realistic, while monitoring **Scrum Size** helps in tracking daily execution and maintaining team efficiency.

***Question 14 – Explain DOR and DOD***

***Definition of Ready (DOR)***

**Definition of Ready (DOR)** ensures that a user story or backlog item is **fully prepared** before the development team starts working on it. It acts as a **checklist** to confirm that the story is clear, well-defined, and has all necessary details.

**Key Criteria for DOR:**

* The user story has **clear acceptance criteria**.
* The story is **small enough** to be completed in one sprint.
* Dependencies are **resolved**, and no blockers exist.
* The story is **prioritized** in the backlog.
* The team **understands the requirement**.

**Example:**

* A story **"As a customer, I want to add food items to my cart"** must have:
	+ A detailed description
	+ Acceptance criteria
	+ Design/mockups
	+ API availability (if required)

If a story meets all these conditions, it is considered **Ready** for development.

**Definition of Done (DOD)**

**Definition of Done (DOD)** ensures that a user story is **fully completed** and meets the required quality standards before being marked as "done." It acts as a **quality checklist** for development and testing.

**Key Criteria for DOD:**

* Code is **developed and committed**.
* The feature is **tested** (unit tests, integration tests, UI tests).
* The functionality is **reviewed and approved** by the Product Owner.
* The feature is **deployed to staging** or production.
* Documentation is updated (if required).

**Example:**

* The same story **"As a customer, I want to add food items to my cart"** is considered **Done** only if:
	+ The cart functionality is implemented.
	+ All test cases pass.
	+ The feature works in staging.
	+ The Product Owner approves it.

**Comparison of DOR vs. DOD**

| **Aspect** | **Definition of Ready (DOR)** | **Definition of Done (DOD)** |
| --- | --- | --- |
| **Purpose** | Ensures a backlog item is **ready to start** | Ensures a backlog item is **fully completed** |
| **Focus** | Clarity of requirements | Quality of execution |
| **Owner** | Product Owner and Business Analyst | Development Team and QA |
| **Key Question** | "Can we start working on this?" | "Is this fully completed and ready for release?" |

By following **DOR and DOD**, Agile teams ensure **better planning, smoother execution, and high-quality product delivery**.

***Question 15 – Explain Prioritization Techniques and MVP***

***Answer:***

**Prioritization Techniques**

Prioritization techniques help Product Owners and teams decide which user stories or features should be developed first based on business value, customer needs, and effort required.

**1. MoSCoW Method**

* **Must-Have:** Critical features without which the product cannot function.
* **Should-Have:** Important but not essential; can be implemented later.
* **Could-Have:** Nice-to-have features that enhance the user experience.
* **Won’t-Have:** Features that are not planned for the current release.

**2. Value vs. Effort Matrix**

* Features are evaluated based on **Business Value (BV)** and **Complexity Points (CP)**.
* High-value, low-effort items are prioritized first.

**3. Kano Model**

* **Basic Needs:** Features customers expect (e.g., payment gateway in a food delivery app).
* **Performance Needs:** Features that improve user experience (e.g., order tracking).
* **Excitement Needs:** Features that delight users (e.g., AI-based food recommendations).

**4. WSJF (Weighted Shortest Job First)**

* Uses a formula: **WSJF = Business Value / Job Size**
* Features with the highest score are implemented first.

**What is MVP (Minimum Viable Product)?**

An **MVP (Minimum Viable Product)** is the **simplest version of a product** that provides enough features to satisfy early adopters while allowing for feedback-based improvements.

**Key Characteristics of an MVP:**

* Focuses only on **core functionalities**.
* Helps **validate business ideas** before full-scale development.
* Reduces **time-to-market** and minimizes risks.

**Example of an MVP for a Food Delivery App:**

* **MVP Features:**
	+ User registration
	+ Restaurant listing
	+ Order placement
	+ Payment processing
* **Non-MVP Features (Future Enhancements):**
	+ Loyalty points
	+ AI-based recommendations
	+ Social media login

MVP development ensures **faster delivery, better user feedback, and cost-effective product scaling**.

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***Question 16 – Difference Between Business Analyst and Product Owner***

***Answer:***

***Business Analyst (BA)***

A **Business Analyst** focuses on **gathering, analyzing, and documenting requirements** to ensure that the development team builds a product that meets business needs.

**Key Responsibilities of a Business Analyst:**

* Conducts **requirement gathering sessions** with stakeholders.
* Documents **business requirements, user stories, and workflows**.
* Ensures alignment between **business goals and technical solutions**.
* Works closely with **both business stakeholders and the development team**.
* Analyzes data to support **decision-making**.

**Product Owner (PO)**

A **Product Owner** is responsible for **defining product vision, managing the Product Backlog, and prioritizing features** to maximize business value.

**Key Responsibilities of a Product Owner:**

* Owns and manages the **Product Backlog**.
* Prioritizes user stories based on **business value**.
* Works closely with **stakeholders and customers** to refine product vision.
* Collaborates with the development team to ensure **proper execution**.
* Accepts or rejects completed user stories based on **acceptance criteria**.

**Comparison Between Business Analyst and Product Owner**

| **Aspect** | **Business Analyst (BA)** | **Product Owner (PO)** |
| --- | --- | --- |
| **Primary Focus** | Requirement gathering and analysis | Defining and prioritizing product features |
| **Decision-Making Power** | Suggests features but does not prioritize | Has authority over backlog prioritization |
| **Key Deliverables** | Requirement documents, use cases, workflows | Product Backlog, sprint priorities |
| **Stakeholder Interaction** | Works with business users, developers, and QA | Works with stakeholders, customers, and Scrum teams |
| **Sprint Involvement** | Supports development by clarifying requirements | Actively participates in sprint planning and reviews |

Both roles are essential in Agile projects, but while a **Business Analyst ensures clear requirements**, the **Product Owner decides what features to build and when**.

**Question 17 – Prepare a Sample Resume of a 3-Year Experienced Product Owner**

**Sample Resume – Product Owner (3 Years Experience)**

**Andaz Apna Apna**

[**Andaz@**Email.com] | [9005133365] | [LinkedIn Profile] | [India]

**Professional Summary**

Results-driven **Product Owner** with **3 years of experience** in Agile environments, specializing in **Product Backlog management, Sprint Planning, and Stakeholder Collaboration**. Proven ability to **define product vision, prioritize features, and work closely with cross-functional teams** to deliver high-value solutions.

**Key Skills**

* **Agile & Scrum Methodologies**
* **Product Backlog Management**
* **User Story Writing & Prioritization**
* **Sprint Planning & Execution**
* **Stakeholder Communication**
* **Requirement Gathering & Analysis**
* **Data-Driven Decision Making**
* **JIRA, Confluence, Trello**

**Work Experience**

**Product Owner | [Facebook] | 25 April 2019 – Present**

* Defined and managed the **Product Backlog**, ensuring high-priority features were delivered on time.
* Worked closely with **stakeholders, business analysts, and developers** to refine user stories.
* Led **Sprint Planning, Reviews, and Retrospectives**, ensuring continuous improvement.
* Used **MoSCoW and WSJF prioritization techniques** to maximize business value.
* Collaborated with UX/UI teams to enhance product usability and customer experience.
* Monitored and analyzed key **KPIs and product performance metrics** for data-driven decisions.

**Business Analyst | [Flipkart] | 12 March 2016 – 20 April 2018**

* Gathered and documented business requirements, translating them into **user stories**.
* Assisted in **backlog grooming and sprint planning**.
* Conducted stakeholder interviews and workshops to align product goals.
* Supported the development team in understanding requirements and resolving blockers.

**Education**

**MBA / B.Tech / Relevant Degree** – [University Name], [Year of Graduation]

**Certifications**

* **Certified Scrum Product Owner (CSPO)** – [Issuing Organization]
* **Agile Business Analysis Certification** – [Issuing Organization]

**Projects**

**Food Delivery App (Scrum Foods)**

* Developed and launched an MVP, managing end-to-end backlog refinement and sprint execution.
* Implemented **real-time order tracking and payment gateway integration**.

**E-commerce Platform Enhancement**

* Led product enhancements, improving checkout process and customer retention by **20%**.

**Personal Attributes**

* Strong problem-solving skills with a strategic mindset.
* Excellent communication and leadership abilities.
* Passionate about delivering customer-centric solutions.

This resume highlights **experience, skills, and Agile expertise**, making it suitable for a **Product Owner role with 3 years of experience**.

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