**Question 1 – write Agile Manifesto**

**1. Customer Satisfaction through Early & Continuous Delivery**

Deliver working software frequently so customers see progress and get value early.

**2. Welcome Changing Requirements**

Even late in the project, embrace changes as they improve the product and make customers happy.

**3. Deliver Working Software Frequently**

Release software in short cycles (weeks or months) to get quick feedback and ensure steady progress.

**4. Collaboration between Business & Developers**

Encourage close teamwork between business stakeholders and developers for better understanding and alignment.

**5. Build Projects around Motivated Individuals**

Give teams the support and trust they need to do their best work.

**6. Face-to-Face Communication is best**

Talking directly (rather than emails or documents) helps avoid misunderstandings and speeds up decision-making.

**7. Working Software is the Primary Measure of Progress**

Instead of counting tasks or documents, focus on delivering functional software to track success.

**8. Maintain a Sustainable Work Pace**

Avoid burnout by keeping a steady and manageable speed of work.

**9. Continuous Attention to Technical Excellence**

Encourage good coding practices and design for long-term success and easy maintenance.

**10. Simplicity – The Art of Maximizing Work Not Done**

Do only what’s necessary; avoid waste and unnecessary complexity.

**11. Self-Organizing Teams Deliver the Best Results**

Let teams make their own decisions for better creativity, ownership, and efficiency.

### ****12. Regular Reflection & Adjustment****

Teams should frequently reflect on their work and improve their processes for better results.

**Question-2**

**USER STORIES**

|  |  |  |
| --- | --- | --- |
| **User Story: 01** | **Task:03** | **Priority: Highest** |
| **AS a** customer**I want to** to register**So that** i can order food |
| **BV: 500** | **CP 02** |
| **Acceptance criteria**Registration screenOption for username, password, name, address, phone no, mobile no Click on registration buttonSend successful notification to the User |

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| **User Story:02** | **Task:02** | **Priority: Highest** |
| **AS a** customer**I want to** search and view restaurant**So that** I can choose the restaurant for order |
| **BV: 500** | **CP 02** |
| **Acceptance criteria**Search text box to enterKeyword, filters as best seller, top rated restaurant, veg/non veg |

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| **User Story:03** | **Task:** | **Priority** |
| **AS a** customer **I want to** view restaurant menu**So that** I can browse and select the range of food item it provides |
| **BV: 100** | **CP:01** |
| **Acceptance criteria:** Menu optionList of food item |

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| **User Story:04** | **Task:03** | **Priority** |
| **AS a** customer**I want to** place order food**So that**  I can receive my order at the preferred location |
| **BV: 500** | **CP:03** |
| **Acceptance criteria**Order placementDelivery detailsOrder confirmation |

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| **User Story:05** | **Task:03** | **Priority:** |
| **AS a**  customer **I want to** track my order**So that** I get a real time update of my order and estimated delivery time |
| **BV: 200** | **CP: 02** |
| **Acceptance criteria**Order tracking availabilityOrder status updatesEstimated time of arrival |

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| **User Story:06** | **Task:** | **Priority.4** |
| **AS a** customer **I want to**  cancel my order **So that** I avoid incorrect orders |
| **BV: 400** | **CP:03** |
| **Acceptance criteria**My order listCancel orderOrder cancelation confirmationRefundOrder history update as cancelBusiness rule- Order should be canceled within 2 mins of placing an order |

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| **User Story: 07** | **Task** | **Priority** |
| **AS a** business owner **I want to**  login to my account **So that**  I can get access to my account |
| **BV 100** | **CP 02** |
| **Acceptance criteria** login using user name and passworduser should reset password via OTP/ EMAILoption of forgot password if invalid password entered |

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| **User Story:08** | **Task** | **Priority- medium** |
| **AS a** business owner**I want to** report issue related to payment order, delivery**So that** I can resolve them quickly and ensure smooth operation |
| **BV** | **CP: highest**  |
| **Acceptance criteria**User should be abler to select the issue relatedThere should be other option in case the issue is not listed in the mentioned listShould be able to describe the issueShould receive a confirmation once submittedThe system should notify customer support immediately |

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| **User Story: 09** | **Task** | **Priority: low** |
| **AS a** business owner**I want to** view detailed reports on my restaurant earnings and orders**So that**  I can I can record the business performance and make decision |
| **BV** | **CP** |
| **Acceptance criteria** User should see a summary of total earnings and completed ordersReports should be filtered my date range(m/d/y)User should be able to download the report the report in excel/PDFThe restaurant should show revenue breakdown( deliver charge, restraint earning/commission) |

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| **User Story: 10** | **Task** | **Priority:**  |
| **AS a**  business owner**I want to** receive and track payments for my restraint and delivery partners**So that** I can ensure timely settlement and financial clarity |
| **BV** | **CP** |
| **Acceptance criteria** The system should display a list of pending and completed payments.Payments should be processed via multiple modes (bank transfer, UPI, etc.).Users should receive a notification upon payment completion.Payment status should be updated automatically in the system. |

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| **User Story: 11** | **Task** | **Priority** |
| **AS a** business owner **I want to**  log out **So that** I my account stay protected |
| **BV** | **CP** |
| **Acceptance criteria**Users should be able to log out from the profile menu.Session should expire after logging out.Users should be redirected to the login page after logout.Auto-logout should occur after **15 minutes of inactivity**. |

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| **User Story: 12** | **Task** | **Priority** |
| **AS a** delivery boy **I want to** register to app with my personal details and vehicle details**So that** I can start accepting delivery orders |
| **BV** | **CP** |
| **Acceptance criteria**The system should allow registration with name, phone number, and vehicle details.The system should verify phone number using OTP.Users should upload identity and vehicle documents for verification.Registration should be confirmed via SMS/email once approved. |

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| **User Story: 13** | **Task** | **Priority** |
| **AS a**  delivery boy**I want to** login to my account using my credentials **So that**  I can access my account and view my orders  |
| **BV** | **CP** |
| **Acceptance criteria**Login using email id/phone number and passwordThe system should show password generation option via OTP/mail The user should be redirected to the delivery dashboard after login. |

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| **User Story: 14** | **Task** | **Priority** |
| **AS a** deliver boy**I want to** view delivery orders**So that**  I can accept the orders accordingly |
| **BV** | **CP** |
| **Acceptance criteria**The system should a list of orders to be deliveredThe System should show the location, payment mode and the estimated timeOrder should be sorted by distance and delivery timeUser should see a alert when a new order is available.  |

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| **User Story: 15** | **Task** | **Priority** |
| **AS a** delivery boy **I want to** select and accept delivery orders**So that**  I can process the delivery |
| **BV** | **CP** |
| **Acceptance criteria**Users should be able to accept available orders.Once accepted, the order should be assigned to the delivery boy.Accepted orders should disappear from the available order list.Users should receive a confirmation notification after accepting an order. |

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| **User Story: 16** | **Task** | **Priority** |
| **AS a**  delivery boy **I want to** pick the order from the restaurant and deliver it to the customer**So that**  I can process the delivery  |
| **BV** | **CP** |
| **Acceptance criteria**The system should show the location of the restraint and the customer delivery locationThe user should be able to mark order as “ picked up’ and “delivered”The delivery should be able to call/ SMS to the customer If delivery fails details should be able to be logged in |

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| **User Story: 17** | **Task** | **Priority** |
| **AS a** delivery boy**I want to** update the status of the order**So that** the customer and restraint are updated real time |
| **BV** | **CP** |
| **Acceptance criteria**Status options should include "Order Accepted," "Picked Up," "Out for Delivery," and "Delivered."Status should update in real-time for customers and restaurants.The system should notify the customer when status changes.Status updates should reflect immediately in the order history. |

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| **User Story: 18** | **Task** | **Priority** |
| **AS a**  delivery boy**I want to**  collect cash on delivery **So that** I can complete the payment process |
| **BV** | **CP** |
| **Acceptance criteria**The system should display if the order is COD or prepaid.Delivery boy should enter the amount collected for COD orders.If COD fails, delivery boy should be able to log the reason.The system should update the payment status automatically. |

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| **User Story: 19** | **Task** | **Priority** |
| **AS a** delivery boy **I want to**  view the feedback**So that** I can improve my delivery service |
| **BV** | **CP** |
| **Acceptance criteria**The system should display if the order is COD or prepaid.Delivery boy should enter the amount collected for COD orders.If COD fails, delivery boy should be able to log the reason.The system should update the payment status automatically. |

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| **User Story: 20** | **Task** | **Priority** |
| **AS a**  DELIVEY BOY**I want to** I want to view my completed deliveries and my earnings**So that** I can keep a track of my earnings |
| **BV** | **CP** |
| **Acceptance criteria**The system should display a list of completed deliveries (date, time, amount).The report should show total earnings for the selected time period.The system should break down earnings (base fee, tips, incentives).Reports should be exportable in PDF or Excel. |
| **User Story: 21** | **Task** | **Priority** |
| **AS a** restaurant owner**I want to** register my restaurant on the app**So that** I can start accepting orders from customer |
| **BV** | **CP** |
| **Acceptance criteria**The app should allow registration using restaurant name, address, and contact details.Email and phone number should be verified using OTP.The app should allow uploading of restaurant licenses and menu details.Registration should be confirmed upon admin approval. |

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| **User Story: 22** | **Task** | **Priority** |
| **AS a** restaurant owner **I want to** login securely using my credential**So that** I can access my restaurant dashboard. |
| **BV** | **CP** |
| **Acceptance criteria**The app should allow login using email/phone number and password.Incorrect login attempts should lock the account after 3 tries.The app should support password reset via OTP.Successful login should redirect to the restaurant dashboard. |

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| **User Story: 23** | **Task** | **Priority** |
| **AS a** restaurant owner**I want to** few all new and ongoing orders**So that** I can handover the orders to the delivery boy |
| **BV** | **CP** |
| **Acceptance criteria**The app should display all new, ongoing, and completed orders.Order details should include customer name, delivery address, and items ordered.Orders should be sorted by order time and delivery urgency.The app should notify the restaurant when a new order is placed. |
| **User Story: 24** | **Task** | **Priority** |
| **AS a** restaurant owner **I want to** accept or reject customer orders**So that** I can order volume and preparation capacity |
| **BV** | **CP** |
| **Acceptance criteria**The app should allow the restaurant to accept or reject orders within 2 minutes.If rejected, the app should notify the customer with the reason.Accepted orders should move to the "In Progress" section.The app should not allow rejection after 2 minutes. |

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| **User Story: 25** | **Task** | **Priority** |
| **AS a** restaurant owner**I want to** update the status of an order (preparing, ready for pickup)**So that** customer and delivery boys are aware of progress |
| **BV** | **CP** |
| **Acceptance criteria**The app should allow updating order status as Preparing, Ready for Pickup, and Completed.The customer and delivery boy should receive a notification when the status is updated.Once marked as "Completed," the order should move to order history.Status updates should be reflected in real-time |

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| **User Story: 26** | **Task** | **Priority** |
| **AS a** restaurant **I want to** log out securely from my app**So that** my account and data remain safe. |
| **BV** | **CP** |
| **Acceptance criteria**The app should confirm before logging out.The session should expire after logging out.The app should automatically log out after 15 minutes of inactivity.After logging out, the user should be redirected to the login page. |

**Question 3 – What is an EPIC?**

An epic is a **large user story or collection of related user stories** that **represent significant feature** or functionality. They are high-level requirements that need to be breakdown and often spanning multiple sprits or iteration. **And they provide a way to organize and prioritize work in a product backlog.**

Example- enables food order placed by customer

Here,

As a customer I want to browse the menu, so that I can choose my fav dish

As a customer I want to add my food to the cart, so that I can add a multiple food item at a time

As a customer, I want to make payment, so that I can complete my order.

**Question 4**

**BV- Business value measures** how **important and impactful a feature or user story** is to the business. These estimations are done by stakeholders (client). If different values are selected by the stakeholders, then discussions will happen, and they agree to one BV value to that user story.

Techniques used- Currency notes

**Complexity point/story point-** CP is also known as Story Points (SP). CP **is the effort required by the Scrum Developers to develop this feature (user story) using technology**. Efforts include time taken to solve the complexity and write the code. CP is estimated by the Scrum Developers by using Poker cards

Techniques used- Pokers card

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| --- | --- | --- |
| **ASPECTS** | **BV** | **CP** |
| **MEASURES** | VALUE/IMPACT | EFFORTS/COMPLEXICITY |
| **HELP WITH** | PRIOTIZATION OF WORK | CAPACITY PLANNING |
| **ASSIGNED BY** | STAKEHOLDERS(CLIENT) | SCRUM DEVELOPER |

**Question 5- What is a sprint?**

A **Sprint** is a **time-boxed development cycle** in **Scrum (Agile Framework)** where a team works on a defined set of tasks to deliver a working product increment. It usually lasts **1 to 4 weeks** and helps teams maintain a steady, predictable workflow.

Sprint makes project more manageable, allow team to ship high quality work faster and more frequently and give them more flexibility to adapt changes.

**Sprint planning** Sprint Planning initiates the Sprint by laying out the work to be performed for the Sprint. This resulting plan is created by the collaborative work of the entire Scrum Team.

The Product Owner ensures that attendees are prepared to **discuss the most important Product Backlog items and how they map to the Product Goal.** The Scrum Team may also invite other people to attend Sprint Planning to provide advice.

**Sprint Planning addresses the following topics**

* **Why is this Sprint valuable?** The Product Owner proposes **how the product could increase its value and utility in the current Sprint**. The whole Scrum Team then collaborates to define a Sprint Goal that communicates why the Sprint is valuable to stakeholders. The Sprint Goal must be finalized prior to the end of Sprint Planning.
* **What can be done this Sprint?**

Through discussion with the Product Owner, the Developers select items from the Product Backlog to include in the current Sprint. The Scrum Team may refine these items during this process, which increases understanding and confidence.

* **How will the chosen work get done?**

For each selected Product Backlog item, the Developers plan the work necessary to create an Increment that meets the Definition of Done. This is often done by decomposing Product Backlog items into smaller work items of one day or less. How this is done is at the sole discretion of the Developers. No one else tells them how to turn Product Backlog items into Increments of value.

The Sprint Goal, the Product Backlog items selected for the Sprint, plus the plan for delivering them are together referred to as the Sprint Backlog.

Sprint Planning is time boxed to a maximum of eight hours for a one-month Sprint. For shorter Sprints, the event is usually shorter.

**Daily Scrum**

The Daily Scrum is an internal meeting for the Scrum Team.

The Scrum Master ensures that the meeting happens, but the Developers are responsible for conducting the Daily Scrum. The Scrum Master teaches them to keep the Daily Scrum within the 15-minute time-box.

**The purpose of the Daily Scrum is to inspect progress toward the Sprint Goal and adapt the Sprint Backlog as necessary, adjusting the upcoming planned work**

Daily Scrums improve communications, identify impediments, promote quick decision-making, and consequently eliminate the need for other meetings.

**Purpose:** **A daily stand-up is designed to quickly inform everyone of what's going on across the team. It's not a detailed status meeting. The tone should be light and fun, but informative. Have each team member answers the following questions:**

* **What did you do today?**
* **What will you do tomorrow**
* **Is there any impediments that is slowing or stopping you**

## Sprint review

The sprint review, also called an iteration review, is where the scrum team meets to reveal what was accomplished during the sprint. A development team shows which backlog items are “Done” to stakeholders and teammates, who can then give feedback.

**Attendees:** Development team, scrum master, product owner

**When:** At the end of a sprint.

**Duration:** Typically 45 minutes per week of iteration - e.g. a 90-minute retrospective after a two-week sprint.

**Purpose:** A sprint review is a time to showcase the work of the team. They can be in a casual format like "demo Fridays", or in a more formal scrum meeting structure. This is the time for the team to celebrate their accomplishments, demonstrate work finished within the iteration, and get immediate feedback from project stakeholders. Remember, work should be fully demonstrable and meet the team's quality bar to be considered complete and ready to showcase in the review.

## Sprint retrospective

A sprint retrospective is a meeting to review what was successful during the sprint and what can be improved upon. Agile teams can specifically review team dynamics, processes, and tools, then create plans to improve the way the team works.

**Attendees:** Development team, scrum master, product owner

**When:** At the end of a sprint.

**Duration:** Typically 45 minute per week of iteration-e.g. a 90-minute retrospective after a two-week sprint.

**Agile framework:** Scrum and kanban. Scrum teams do sprint retrospectives based on a fixed cadence. Kanban teams can benefit from occasional retrospectives, too.

**Purpose:**  Agile is about getting rapid feedback to make the product and development culture better. Retrospectives help the team understand what worked well and what didn't.

Retrospectives aren't just a time for complaints without action. Use retrospectives to find out what's working so the team can continue to focus on those areas. Also, find out what's not working and use the time to find creative solutions and develop an action plan. Continuous improvement is what sustains and drives development within an agile team, and retrospectives are a key part of that.

Sprint backlog

**QUESTION- 6- Explain product backlog and sprint backlog**

**Product backlog** contains all the user stories. The product backlog is a dynamic, prioritized list of all the features, functions, requirements, enhancements, and fixes necessary for a project. It is own by the product owner. It continuously updates based on business needs and feedback. Items in the product backlog are ranked based on their importance and urgency, and their organization involves breaking down large and complex projects into manageable tasks to tackle incrementally.

**Sprint backlog**- It is a subset of selected and prioritized user stories from product backlog for the current sprint. It is committed or owned by the scrum developers. It defines what will be built.

**QUESTION 7**- **What is impediments log? Write 2 impediments**

* An **Impediments Log** is a **document or tool** used in agile teams to track and manage obstacles (impediments) that **block or slow down** progress in a Sprint. All challenges faced by the team will be logged in this impediments log.
* **Scrum Master** (Primarily responsible for resolving impediments).
* **Development Team** (Reports issues).
* **Product Owner** (Provides business-related clarifications).

**Example- API dependency on a third-party vendor**

* **Issue:** The team is waiting for an external vendor to provide API access, blocking development.
* **Resolution:** Scrum Master coordinates with the vendor to expedite API delivery.

 **Unclear acceptance criteria for user stories**

* **Issue:** Developers are unsure about expected behavior, causing delays.
* **Resolution:** Business Analyst refines user stories and aligns with the Product Owner for clarity.

**Question 8-Explain velocity of the team**

Velocity chart predicts the amount of work the team can commit to in future sprint by seeing and reviewing the amount of value delivered in previous ones.

**Question 9- Sprint burn down chart**



**Question 10 – Explain about Product Grooming**

Product grooming- **it is an on-going process of reviewing, updating and prioritizing the product backlog to ensure the user stories are well defined, organized, estimated and ready for development.**

People involved here are the product owner, scrum master, scrum developers and BA. It is done once per sprint, typically 1-2 sessions per sprint.

**Question 11 – Explain the roles of Scrum Master and Product Owner – 3 Marks**

**Roles of a scrum Master**

* **Standups:** Facilitate daily standups (or the daily scrum) as needed.
* **Iteration/sprint planning meetings:** Protect the team from over-committing and scope creep. Aid in estimation and sub task creation.
* **Sprint reviews:** Participate in the meeting and capture feedback.
* **Retrospectives:** Note areas for improvement and action items for future sprints.
* **Board administration:** Work as the administrator of the scrum board. Ensure that cards are up to date and the scrum tools like Jira are working well.
* **1 on 1s:** Meet individually with team members and stakeholders as needed. Iron out team disagreements about process and work styles. Many scrum practitioners oppose 1on1, believing these communications should happen during standups. However, new teams often prefer to have these regular face-to-face interactions with specific team members. The scrum master may decide that these individual interactions are crucial for team development and getting to know one another.
* **Internal Consulting:** Scrum masters should consult with team members and internal stakeholders on how best to work with the scrum team.
* **Reporting:** Regular analysis of burndown charts and other portfolio planning tools to understand what gets built and at what cadence.
* **Blockers:** The scrum master aids the team by eliminating external blockers and managing internal roadblocks through process or workflow improvements.
* **Busy work:** If the scrum team isn’t functioning as well as it could be, that’s the scrum master’s problem. Maybe that means fixing broken computers, moving desks around, or even adjusting the thermostat. Scrum masters should be comfortable doing just about anything to help their team and should be not shy away from grabbing coffees, providing snacks, or adjusting the thermostat if that’s what the team really needs.

**Question 12 – Explain all Meetings Conducted in Scrum Project –**

**Sprint Planning Meeting**- This happens at the beginning of each sprint and team decides on what they will be delivering in the sprint.

**Daily Scrum Meeting**- This happens each day where team will just answer 3 questions

* What did you do today?
* What will you do tomorrow?
* Is there any impediment that is slowing or stopping you?

**Sprint Review Meetings**- This happens at the end of sprint where team will demo the completed stories to product owner and get it cleared.

**Sprint Retrospective Meeting**- This happens at the end of the sprint where team will answer these 3 questions:

* What went well in the sprint?
* What did not go well?
* What are the required areas of improvements in next sprint?

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

**Sprint Size-** The sprint size refers to the length or duration of a sprint in Scrum. A sprint is a time boxed period during which the development team works to deliver a potentially shippable product increment. The sprint size is determined during the project planning phase and typically range 1-4 weeks. The most common sprint duration is 2 weeks, but it can depend on the project’s needs, complexity and team dynamics.

Scrum Team Size: The scrum team refers to the number of individuals who collaborate together to deliver the product increment in scrum. The Scrum team is self- organizing and cross-functional typically consisting of a product owner, a scrum master and the development team. The recommended scrum team size is small, ideally between five to nine members, to enable effective communication, collaboration and flexibility. However, there are no strict rules regarding team size and it may vary depending on the specific project requirements and organization.

**Explain DOR and DOD – 2 Marks**

**DOR- Definition of ready-** The DOR defines the criteria that a user story must meet before it is considered ready to be included in a sprint. It ensures that the team has sufficient information and clarity about the user story, reducing the likelihood of misunderstandings or delays during the sprint.

The user story has a clear and concise description, including the expected behavior or functionality.

The acceptance criteria for the user story are well-defined and agreed upon by the product owner and the development team.

Any necessary design or wireframes related to the user story are available

The user story is appropriately sized or estimated in story points or other relevant units.

Any dependencies or external resources needed for the user story are identified and accessible.

**DOD- Definition of done**

The definition of done outlines the criteria that a user story or any other backlog item must meet to be considered complete and ready for release. It establishes a shared understanding of what it means for work to be considered “done” and ensures that all necessary aspects, such as quality, testing and documentation, are addressed.

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

**MoSCoW** is a prioritization technique used in business analysis and software development to reach a common understanding with stakeholders on the importance they place in the delivery of each requirement.

MoSCoW stands for:

* **M** – **Must Have** (Essential requirements) **eg- payment gateway, login application**
* **S** – **Should Have** (should have this requirement if possible, but project success does not rely on it- **eg – A dark mode option in e-commerce app**.
* **C** – **Could Have** ( this requirement if it does not affect anything else in the project)
* **W** – **Won’t Have (this time)** ( would like to have this requirement later, but it won’t be delivered this time. **Eg- voice based ordering in a food application**

**MVP (MINIUM VIABLE PRODUCT)**

A **Minimum Viable Product (MVP)** is the **simplest version of a product** that includes only the **core features** needed to satisfy early users and gather feedback. It helps businesses test their ideas with minimal investment before building a full-fledged product.

**Considered what is required, ignoring what is not required.**

**Basic essential features**

Eg- for food application login is a MVP.

**Question 16 – Difference between Business Analyst n Product Owner**

**Product owner-** market analysis, strategy analysis, product vision, product roadmap, customer focus, competitive analysis, product backlog, release planning.

**Business analyst-** Requirement strategy, requirement analysis, non-functional requirement, user stories, conflict resolution, prioritization of stories, smooth facilitator

**PO/BA**- Product /solution strategy, stakeholder management, iteration planning, backlog reprioritization, conflict resolution, facilitation.

**Question 17**

**Prepare a sample Resume of 3yrs exp Product Owner**

**Susmita Devi**

91-XXXXXXXXXX

 email@gmail.com LinkedIn: linkedin.com/in/

## ****Professional Summary****

Experienced **Product Owner** with **3+ years** of expertise in defining product vision, managing backlogs, and driving product development in Agile environments. Proven ability to collaborate with cross-functional teams, gather stakeholder requirements, and deliver customer-centric solutions that align with business goals. Strong background in product strategy, backlog grooming, and stakeholder communication.

## ****Professional Experience****

**Product Owner**
ABC Technologies, Bangalore – Jan 2022 – Present

* Defined and executed the product roadmap for a SaaS-based platform, increasing customer satisfaction by **20%** through improved feature delivery.
* Managed a product backlog with **100+ user stories**, ensuring proper prioritization and alignment with business goals.
* Led **Sprint Planning, Daily Stand-ups, and Sprint Reviews** to ensure smooth delivery of product increments.
* Worked closely with **UI/UX designers** and **development teams** to enhance user experience, reducing customer support tickets by **15%**.
* Collaborated with business stakeholders to gather requirements and translate them into actionable user stories with clear acceptance criteria.
* Monitored product performance through customer feedback and data analysis, improving product adoption by **25%**.

**Associate Product Owner**
XYZ Solutions, Hyderabad – July 2020 – Dec 2021

* Assisted in defining product goals and aligning them with customer needs and business objectives.
* Supported backlog grooming by refining and prioritizing user stories based on business impact.
* Managed stakeholder expectations by providing regular updates on product progress and delivery timelines.
* Coordinated with development teams to resolve product defects and ensure timely delivery of Sprint goals.
* Introduced customer feedback loops, increasing product usability by **18%**.

## ****Key Skills****

* Product Backlog Management
* Sprint Planning & Execution
* User Story Creation & Prioritization
* Stakeholder Management
* Agile & Scrum Methodologies
* Product Roadmap Development
* Data-Driven Decision Making
* Cross-Functional Team Collaboration

## ****Education****

**MBA – Banking and Finance**
Manipal University, Bangalore – 2021 – 2023

**B.SC**- Biotechnology

Guahati University- 2017

## ****Certifications****

* **IIBA**
* **Certified Scrum Product Owner (CSPO)** – Scrum Alliance (2022)
* **Professional Scrum Master (PSM)** – Scrum.org (2021)

## ****Achievements****

* Delivered a key product feature ahead of schedule, increasing customer satisfaction by **20%**.
* Reduced product development cycle by **15%** through effective backlog grooming and Sprint planning.
* Increased stakeholder engagement score by **10%** through improved communication and demo sessions.

## ****Projects****

**E-Commerce Platform Enhancement** – Improved customer experience by introducing a streamlined checkout process, reducing cart abandonment rate by **12%**.
**Mobile App Redesign** – Worked with UI/UX team to improve app interface, increasing customer retention by **18%**.