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## PROFESSIONAL SUMMARY

Highly motivated professional with 10 years of total experience in the product development and support, including 6+year experience in combination of Business analyst and Product owner, specializing in product operations, cross-functional collaboration, and both management and individual contributor roles. Skilled in business requirement gathering, bridging gaps between stakeholders and technical teams, change management, and client services, with a proven ability to build strong relationships with internal and external stakeholders. Adept at navigating multiple tech verticals and excelling in communication and collaboration across organizational and non-organizational horizontals to drive business success.

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## CORE COMPETENCIES

- Business Analyst Planning & monitoring
- Elicitation & Collaboration
- Requirement Life Cycle Management
- Requirements Gathering
- Requirements Analysis & Design Definition
- Solution Evaluation
- Stakeholder management
- Project management

## TECHNICAL SKILL

- **Modelling tools:** MS Visio, Draw.io
- **Prototyping & wireframe tools:** Axure & Balsamiq
- **Reporting tools:** Power BI, Grafana, NMS
- **SDLC models:** Waterfall & Agile scrum
- **Project management tool:** Jira
- **Database:** SQL
- **Documentation tools:** MS Office Suite
- **Operating System:** Linux/Unix, windows

## PROFILE SUMMARY

- In-depth knowledge of SDLC in various phases (i.e waterfall & agile)
- Proficient in the Waterfall Model: Gathered and documented requirements through elicitation techniques, prepared BRD, FRD, and SRS, developed RACI Matrix, BCD, UML Diagrams, and Prototypes, and tracked requirements through RTM. Well-versed in managing UAT and handling Change Requests.
- Expertise in Agile Scrum: Crafted user stories with Acceptance Criteria, Business Value (BV) & Critical Path (CP), managed Sprint & Product Backlogs, and facilitated various Sprint meetings. Generated Sprint & Product Burndown charts and ensured adherence to DOR and DOD checklists.

## PROFESSIONAL EXPERIENCE

### Product Technical Lead

**Comviva Technologies** | Mar-2021 – till now.

- Managing in-house product development (UNO, NGAGE, Campaign Management, SMSC, MMS, Bulk Messaging / Firewall/Gateway) and implementing change requests based on company and client requirements.
- Interacted with the stakeholders and gathered requirements by using various elicitation techniques.

- Created user stories with appropriate acceptance criteria with the assistance of the Product Owner. Added user stories into product backlog using the JIRA tool.
- Prioritized and validated the requirements using Moscow and FURPS technique, added user stories to sprint backlog based on prioritization order.
- Collaborated with Product Owner and Scrum Master for BV and CP.
- Participated in sprint ceremonies to remove roadblocks in the project.
- Generated Sprint, Product Burn down/Burn up charts to track the project progress.
- Participated in product planning and UAT to successfully deliver each sprint component.
- Delivered product demonstrations and training for customers and internal teams.
- Coordinated cross-functional teams to implement changes and enhance product quality.
- Define business rules when necessary to support business processes.
- Act as the single point of contact for assigned projects/tasks, managing customer interactions and coordinating with internal teams.
- Engage with clients and vendors for requirement analysis, issue resolution, and timely solution delivery through online support.
- Work closely with engineering and other CFT teams to manage backlogs and prioritize tasks effectively.
- Facilitate User Acceptance Testing (UAT) for customers to ensure project sign-off.

### **Sr. Product Associate**

**TechAlpha Messaging LLC** | July-2019 to Feb-2021

- Partnered with engineering teams to manage backlogs and prioritize tasks efficiently.
- Ensured timely delivery of high-quality products while meeting project deadlines.
- Conducted training sessions on product updates to enhance team efficiency.
- Collaborated with vendors and internal teams to ensure seamless and high-quality service delivery.
- Utilized tools such as CSG Assure, TELQ, iTEST, Alaris, and campaign management tools to drive operational excellence.
- Engaged with clients and vendors for requirement analysis, issue resolution, and timely solution delivery via email, Skype, and other communication channels.
- Managed Least Cost Routing (LCR) configuration and reporting.
- Gained hands-on experience with platforms such as Telemarketer, Enterprise Client Platforms, IVR Systems, and DLT.
- Coordinated with the sales team to analyse and address traffic gains and losses.

### **Associate Product Team Member**

**Monty Mobile** | Sept. 2017- June-2019

- Oversaw product lifecycle management with a focus on innovation and customer satisfaction.
- Supported search engine optimization (SEO), site audits, and user experience improvements.
- Delivered training sessions and provided issue resolution to ensure smooth product operations.

### **Network Operations Center (NOC) Lead**

**Monty Mobile** | June-2016 to Sept.2017

- Strong understanding of VAS applications with expertise in SMPP v3.4.
- Hands-on experience with configuration management tools such as OTRS and billing systems.
- Performed client testing, configuration, regular monitoring, and traffic analysis for all customers.
- Managed customer/vendor trouble tickets, led teams, and handled reporting.
- Conducted Root Cause Analysis (RCA) using PCAP files.
- Responsible for testing, monitoring, and optimizing message routing.
- Managed rate notifications, LCR supplier testing, and daily loss report analysis.
- Identified and onboarded new routes based on supplier rate analysis.
- Worked on customer-set targets to optimize and win traffic.

## **WEBNOTRIX SOFTWARE SOLUTIONS LLP**

**NOC Engineer-SMS** | June 2014 – Feb 2016

- Responsible for activities related Monitoring Traffic, Testing, Trouble Ticket, Daily traffic report analysis.
- Handled responsibilities of providing 24x7 networking support in production environment.
- Analysing and monitoring the traffic.
- Executed the close trouble tickets that raise during corrective maintenance by team.
- Participated in performing testing on less traffic route.
- Involved in preparing the daily progress report.
- Monitoring on overall traffic and partially worked on VAS concept.

## **EDUCATION**

- B.E in Computer Science engineering from SKP engineering college affiliated to Anna University Chennai.
- Trained IT- Business Analyst.
- Training on Q-spider for Software Testing.
- Intermediate from Suraj Singh Memorial College, Ranchi.
- 10th Standard CBSE from Shradhanand BAL Mandir, Ranchi Secondary school in Jharkhand at Ranchi District.

## **ACHIVEMENTS & CERTIFICATIONS**

- ACE-CARD: Awarded thrice for ownership of UNO product planning, upgrade & customer satisfaction in Airtel-Africa.
- Top Team Award (Unit Level) for the period of H2, FY'23
- Top Team Award (Unit Level) during the period H2, FY'24.
- Employee of the Quarter – Awarded twice for outstanding performance and contributions.
- Smile Maker Award – Recognized for fostering a positive and motivating work environment, enabling the team to perform at its full potential.
- Multiple Appreciations – Received numerous appreciation emails from various OPCOs for timely implementation, change requests (CR), troubleshooting, and exceptional service delivery.
- Beginner: REST Docker Kubernetes L1
- Product Knowledge - Comviva Competency through “Comviva - Uno”
- Product Knowledge - Comviva Competency through “Comviva - LEAP”

## **DECLARATION:**

I hereby declare that all the above-mentioned details are correct to my knowledge, and I will be responsible for any discrepancy.

Place: Bangalore

Date:

RAHUL KUMAR