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|  |  | **Prakash C**  **Certified Scrum Product Owner** and dedicated Product Consultant with a proven track record of optimizing customer relationship management processes, seeking to leverage my analytical skills and industry knowledge to excel in a Product Manager role. Excited to drive product innovation and deliver exceptional user experiences. | | |  |  | | --- | --- | | **+1 972-318-9207** |  | | **hadleeme@gmail.com** |  | |
|  | **PROFILE SUMMARY**   * Unique blend of visionary leadership offering **16+ years** in the IT Industry with active involvement in **all the phases of the software development life cycle** such as application requirement gathering, analysis and design, development, testing, performance tuning, integration, implementation, and support in various **CRM applications** and products as **Delivery Lead/Product Consultant** * Designed and maintained the systems using **different CRM Platforms**, **Java, J2EE, C#, Unix, AIX, Windows, AWS Cloud, Azure DevOps** . * Proficient in utilizing Confluence for collaborative project management and documentation. * Tactical & articulate in leading all operational aspects of Managed Services by ensuring stable, robust & scalable operational processes to support public, hybrid and private delivery models with an innovative and forward-looking on-demand platform of services. * Designing and implementing **Omni-Channel CRM platforms** for multiple contact centers across the country. Mainly using Verint CRM which is similar to MS Dynamics CRM 365 and Salesforce * Successfully launched multiple products, resulting in a **25% increase in customer satisfaction** and a **20% increase in revenue**. * **Expert in cross-functional collaboration**, user-centered design, and data-driven decision making, delivering market-leading products that meet customer needs with a proven track record of success. * Expertise in **Managing problems** related to the **services offered**, communicating with **External Customer** & **Internal Stakeholders** for incidents reporting and prompt resolution by Service Desk. * Well versed with **Agile** methodologies & implementation. * Delivered large-scale, complex programs with a focus on transformation; collaborated with leadership teams to evaluate technology challenges. * **Strategist** & implementer with skills in conceptualizing the business vision and translating them into business goals; established practices in order to deliver innovative solutions to complex business problems. * Worked across business goals to garner the appropriate resources: people, collateral, positioning, use cases, best practices to ensure Managed Services objectives were being met. * Skilled in enhancing systems & provisioning support for system engineering activities entailing mapping business processes, studying workflow to design technical solutions, & enhancing competitive advantage. * Acted as an Advisor to Business Development Team in preparing the technical and financial proposals to respond to the RFPs. * Strong **People** **Management** skills.  |  | | --- | |  |   **EDUCATION**  **2007:**  B.Tech (Bachelor of Technology – Information Technology, Sathyabama University, Chennai). | | **CORE COMPETENCIES**   |  | | --- | | **Product Backlog Management** | | **Product Development Decisions** | | **Business & Technology Stakeholders Management** | | **Cross-Functional Team Collaboration** | | **Requirement Gathering & Analysis** | | **CRM Architect** | | **Team Building, Mentoring & Leadership**  **Solution Design & Consulting** | | **Project Planning & Execution**  **Agile Transformation** | | **Legacy Modernization** |   **CERTIFICATIONS**   |  | | --- | | **Certified Scrum Product Owner** | | **Transitioning to Product Management, Agile Product Owner Role by LinkedIn Learning** | | **Java Level 2 Certification by Infosys** | | **Ciboodle and EVA Framework Training for the Verint CRM product** | |  | |  | |  | |  | | |
|  | **SOFT SKILLS**  **WORK EXPERIENCE**  **On Course Home Solutions, Naperville, IL as a CRM product Consultant Dec’22– Till Date**  **Responsibilities:**   * Led the development and launch of a new customer engagement platform, resulting in a 20% increase in customer satisfaction scores * Improved **sprint delivery velocity by 25% through the implementation of a new Agile methodology** and better cross-functional team collaboration * Facilitated the creation of a comprehensive product backlog that aligned with business goals, **resulting in a 35% increase in product adoption within the first year** * Developed and managed a product roadmap that aligned with the overall business strategy, **resulting in a 30% increase in customer retention** * Completed a POC to integrate Amazon Connect APIs with Ciboodle v3.7 * Migrate to new Payment System(Stripe) from ETS. * Integration with SmartSip/PCI Pal to collect bank information securely from Customer on phone. * Gathering requirement and leading several enhancements and projects for business as usual * Leading the development team to **migrate Agent Desktop product** and APIs to AWS Cloud environment. * Getting familiar with EC2 instances and RDS * Implementing **CI/CD pipelines on Azure DevOps, Octopus** * Worked closely with Scrum master and Product owner to build Product RoadMap, Prioritize, and release features. * Trained Business Analysts on **writing User stories**. * Hands-on experience on JIRA. Creating JIRA Projects, **defining JIRA Workflow**, creating Sprint boards. * Trained Product implementation team on **User Story Estimation and Prioritization**.   **PHEAA/AES, Harrisburg, PA as CRM Product Lead Sep’14– Dec’22**  **Responsibilities:**   * Collaborated with the design team to create a user-centered design process, resulting in a **20% reduction in customer support inquiries** * Experienced in working with business units, collecting requirements from the business users, and developing technical specifications from it. * Worked closely with PHEAA Client Management team on Contract negotiations and SoW processing with vendors. * Led the PHEAA technical team on **migration of home-grown customer engagement application** to Verint Engagement Management. * **Managed and optimized customer engagement platform** to enhance user experience. * **Trained new PHEAA and Verint developers** on Ciboodle Framework. * **Lead PHEAA Project team** on JIRA, Agile process, writing User Story and Acceptance criteria. * Working closely with Scrum master for the **PI planning to build the product roadmap**. * Running **Scrum meeting and Sprint Planning** in the absence of Scrum master. * Release planning and helping Product owner and scrum master. * Involved in **project audit reviews**. * **Managed AIX environments for a mid-sized enterprise, overseeing system administration tasks** and ensuring high availability. * **Led successful AIX version upgrades, minimizing downtime** and ensuring seamless transitions. * Implemented robust backup and recovery strategies, contributing to data integrity and system reliability. * Executed routine system maintenance tasks, including patch installations and security updates. * Implemented proactive measures to enhance system reliability and minimize potential vulnerabilities. * Worked with both PHEAA and Verint to make sure the solution design meets PHEAA Business requirements, security, and enterprise standards. * Upgrade application to the new version without Product professional support(15.3 FP7 to 15.3 2021R2). * Implementing **CI/CD pipelines on Bamboo, Azure DevOps, Octopus, BitBucket** * Successfully led cross-functional teams by creating and maintaining project spaces, facilitating real-time collaboration, and **integrating Confluence** with JIRA for streamlined workflow. * Performing configuration changes in system whenever required for either adding new exchange lines or updating existing lines. * Played key role in project teams, ensuring AIX-related tasks aligned with overall project objectives and timelines   **DowJones, New Jersey as a Technical Team Lead May’11-Sep’14**  **Responsibilities:**   * Experienced in working with clients on-site, collecting requirements from the business users and developing technical specifications from it. * Lead a team of six members. * Experienced in preparing and talking to business owners about enhancements and modification of problems. * Created mapping documents. * Prepared Approach and Design documents for the requirement. * Created documents for the **SDLC process**. * Created unix scripts automating server restarts and log rotates * **Conducted performance tuning on AIX servers**, resulting in a significant improvement in resource utilization and response times. * Identified and resolved performance bottlenecks, ensuring optimal system functionality. * **Proficient in Shell scripting for task automation, streamlining routine AIX system** management processes. * Developed scripts to automate backup procedures, reducing manual effort and enhancing data protection. * Created PL/SQL to clean up production data * Worked on **Code Merge using Tortoise SVN** * Created System Appreciation Document for Production support. * Scheduled meetings with the Client to go over the SDLC process and involve in the migration of objects from lower environment to higher environments. * Prepared Unit Test plans. * Coordinated with the Database Administrators on testing the performance of the SQLs. * Involved in troubleshooting the issues faced in production environment * Created and provided Handover documents to the warranty support team and scheduled meeting to explain the approach and troubleshooting techniques. * Interacted with the client on the above process steps and **organizing weekly/daily meetings**. * Interacted with offshore through the entire process involving daily meetings on the status and tasks   **Harrahs Entertainment , India as Offshore team Lead Aug ’07-May’11**  **Responsibilities:**   * Involved in troubleshooting the issues faced in production * Involved in troubleshooting Casino rewards program rules * Created iLog rules for VIP customers in Casino * Worked on Tibco BW for integrating diff application in diff platforms * **Handled deployment and configuration** of Tibco BW service through Tibco Admin * Worked on creating TIBO Hawk rules to monitor services. * Prepared **Unit Test plans**. * Provided Handover documents to the warranty support. * Interacted with onsite through the entire process involving daily conversations on the status and tasks. * 1.5 years of offshore lead experience * Worked on Project Weekly/Monthly status reports * **Created Monthly Dashboard** * **Configuration controller** for entire L2 support team of 50 members   **TECHNICAL SKILLS**   * **Operating System : Windows11/XP, Mac, Linux** * **Programming Language : Java and C#.** * **J2SE Technologies : JDBC, JNDI.** * **J2EE Technologies : Servlets, JSP.** * **MVC Frameworks : Spring.** * **Testing Frameworks : Junit.** * **ORM : Hibernate** * **Web Technologies : JavaScript, HTML, CSS.** * **Database : DB2, DynamoDB, SQL Server** * **Application/Web servers : Tomcat, WebLogic, jBoss, WebSphere** * **IDE : Eclipse, VS Code, Ciboodle cDK** * **Tools : JMeter, Postman, SoapUI** * **Build Tools : Maven.** * **Version Control Tools : GIT, SVN** * **Logger Tools : Log4j.** * **DevOps Tools : GIT, Bamboo, Octopus, SVN.** * **Cloud Technologies : AWS** * **Project Execution : Agile, Scrum, Traditional** * **CRM Products : Verint(Kana/Ciboodle), Salesforce** | | | |