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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. |

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|  |  **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.

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**EDUCATION****2007:**  B.Tech (Bachelor of Technology – Information Technology, Sathyabama University, Chennai). |  **CORE COMPETENCIES**

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| **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**

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| **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** |
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|  |  **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**
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