

## ABOUT ME

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Nothing gets past me, especially bugs! My eye for detail and my drive toward designing metrics compel me to choose a career in Product. I am driven, and I get results.

## EXPERIENCE

**BNP Paribas India Solutions Pvt. Ltd. | Quality Assurance Analyst**

**June 2018-Present**

- Designed entire Test suites, curated Requirements Traceability Matrix, and drafted Impact and Gap Analysis documents.
- Conducted walkthroughs and demos for business stakeholders. Was lauded for my storytelling skills.
- Provided Root Cause Analysis for Defects, incidents, and issues.
- Conducted User Training and created training decks. These decks helped train the team on the intricacies of the product.
- Lead a QA team of 3 folks.
- Designated the direct liaison with the Product Owner to develop Business Cases.
- Leveled up to become the single Point of Contact for the customers to raise issues.
- Aided in Product planning, and Product Grooming.
- Designated the substitute ScrumMaster. Wrote User Stories for the Product Backlog and ensured that the Product Backlog is constantly prioritized to secure delivery of maximum business value.
- Automated API Services for the Client Systems dealing with KYC-Onboarding Screening, Risk Scoring, and Re-certification across different Business Lines.
- Developed an entire automation framework with Ready API and maintained existing Selenium frameworks.

## NOTEWORTHY ACHIEVEMENTS

- Shipped a new product from scratch as the acting product owner which
  - Reduced the average client re-certification process completion by 50 %.
  - Turned the complete physical process of collecting re-certification documents online thus requiring minimal human involvement.
- Reduced the Production Defect Leakage to less than 2% by tracking and analyzing major pain points.
- Automated -70% of the team's manual tests using Selenium framework SME for KYC/CDD.

## WHAT I LEARN AT UPRAISED

- I have learned a lot about the Product space during Career Accelerator Program at Upraised. Some of the things I have become pretty good at are :
- UI/UX Principles, Design Psychology, Wireframing and Prototyping (Figma included)
- Product Sense
- Product-led Growth
- Product analytics (Mixpanel included)
- Roadmap creation and Product Strategy

## EDUCATION

2014 - 2018 • Thadomal Shahani Engineering College, Mumbai.

B.E. Computer Science

## HOBBIES AND MISCELLANEOUS

- Music Business Foundations Certification
  - Achieved the Music Business Foundations certification offered by Berklee College of Music. I really like to sing!
- Volunteer in CSR activities
  - An active Volunteer in all CSR activities during my stint at BNP Paribas. I care a lot about the environment and people!
- Python certification
  - Achieved the Python Foundations Certification from Kaggle. I like to solve problems using code!