



Jini Jacob

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### **Professional Profile:**

A certified Product Owner (PO/PM) with other certifications that include Scrum Master, Agile methodology. Have excellent interpersonal and communication skills and great relationship-building capabilities and negotiating abilities. I have a proven track record of delivering successful projects. My areas of expertise are precisely in supporting internal members of the program management team, stakeholders, systems operations, business analysis, system partners, external developers, and system support as per internal and external Service Level Agreement's (SLA's). So, I will always stand as one of the most useful employees for your organization.

### **Business Values:**

Strong Closing Skills	Commitment	Focused on Revenue Growth
Brand Awareness	Teamwork	Building Relationship
Customer-focused	Innovative	People Management

### **Career Overview:**

**Param info Technologies**

**April 2022-Till Now**

**Client: Mashreq Bank**

**Role: UAT Lead/ Business Analyst**

#### **Project:**

**Pulse:** Digital Transformation of Corporate and Investment Banking Group (**CIBG**) into a digital platform called Pulse. Assisted the Product owner in gathering requirements from the Business and analyzing various recommendations and solutions that are appropriate and accepted by the client.

#### **Responsibilities**

- Defining the Business Value for the Use case with the assistance of Business
- Gather Feedback on a current project and provide professional advice on areas of Improvement.
- Liaison with the offshore dev team for development and clarification.
- SPOC for UAT/ Production issues
- Support and incident management

## **Mozanta Technologies**

**Jan 2021-April 22**

**Client: Al-Futtaim Group**

**Role: Business Analyst**

### **Projects**

1. **Multisite Project:** Establishing the possibility to do the fulfillment process from diff stores across the Emirates. Responsibilities include structuring the operations process and outlining the requirements for implementing the solution. Brands- **ACE, M&S Food App, and Toys r US UAE.**

2. **Mirakl Marketplace:** Mirakl is a marketplace platform chosen by enterprises to scale e-commerce at the speed of demand. It provides online marketplace software to retailers, manufacturers, and wholesalers. Brand -**Toys r US UAE**

### **Responsibilities**

- Documenting customer requirements and translate them to business requirements.
- Coordinating with the stakeholders on providing the optimal solution.
- Gather Feedback on a current project and provide professional advice on areas of Improvement.
- Preparing the Backlog for the Agile team
- Writing the User stories and Grooming the Agile team
- Cross-department communication for interface integration
- Co-ordinate with the Vendor for Ombori and Born integration.
- Driving the Daily Stand up.

## **Emirates Group IT -**

**Aug 2018-Oct 2020**

**Role: Senior Software Engineer**

### **Projects: Revenue Planning System and Dubai Experience**

Worked in Agile methodology and successfully handled the integration of RPS with Third-party system SAAS and C-Plex and other technical stories with Business Rules, concepts for Multiple Work Areas etc. Successfully Delivered the Revenue Planning system Project and was awarded by Business for the work done.

### **Responsibilities**

- Analyze, capture, and document business objectives and user requirements through UserStory (JIRA)
- Involved in Process flow diagrams
- Develop best practices for project management and execution through Agile methodology
- Co-ordinate with the vendor for integration
- Contribute and Review Test cases
- Assist queries from User Acceptance Testing
- Preparatory meetings
- Sprint Retrospective

## **Emirates Group IT**

**May 2017 - Jul2018**

### **Role: Software Engineer**

**Projects:** Cargo -Revenue Planning System

#### **Responsibilities**

Identify system enhancements, prepare test cases for Releases, Retest defect fixes, User Acceptance testing, prepare functional specification documents for different users/teams within Emirates, and Promote support. Supported the BA for all system enhancements which was recognized by the company.

### **Role: Software Engineer**

**Jul2015 - Apr2017**

#### **Project**

Sky chain System customization for Other Airlines

#### **Responsibilities**

Gather and analyze the requirement from the client, analyze the current state and restrictions of the application, Design and Solution requirement, Guidance to the development and testing team, Prepare Test Strategy, Review RTM, UAT, Bug review, Perform impact analysis, Coordinate for test emergency fixes, Release Management activities, Prepare Release notes, Training.

### **Role: Software Engineer**

**May 2012 - Jun2015**

#### **Projects:**

United Airlines, Scouts

#### **Responsibilities**

Prepare Help team members in the preparation of test cases, Review test cases, Defect Reporting, make sure that all the deliverables are given on time, Review and update regression test pack, Regression testing using test scripts, System Integration Testing, and Motivating co-workers.

## **IT People**

**Jun2010 - Apr2012**

### **Role: Software Engineer**

#### **Project**

Sky Cargo 3.0

#### **Responsibilities**

Preparation of test cases, Review test cases, Defect Reporting, making sure that all the deliverables are given on time.

## **RAK Bank**

**Jan2010 - May 2010**

### **Role: System Analyst**

**Project:** Finacle

#### **Responsibilities**

Preparation of UAT test cases, Executing the UAT test cases, Defect Reporting to the Vendor, UAT sign-off, and Giving requirements for any Change request.

## **Key Competencies:**

- Dealing with customers and clients in a courteous, professional, and diplomatic manner.
- Capable of influencing the opinions of customers.
- Establishing and maintaining positive customer relationships.
- Delegating work according to an employee's abilities and skills.
- Effectively presenting the information.
- Building up effective customer service teams.
- Personal accountability and commitment to achieve.
- Ability to lead and motivate.
- Ability to act on own initiative

## **Academic Qualification:**

- B.E. Graduation in Electronics and Communication with (83%)
- Safe PO/PM certified
- Scrum Master certified

## **Personal Details:**

VISA  
DRIVING LICENSE  
REFERENCES

TRANSFERRABLE  
Valid UAE Driving License  
Available on request