**Neha Tharwani – SAFe4Agilist**

**Product Owner/Product Management/Business Analyst/Scrum Master (IT) E-commerce, Travel, Hotels**

**& Airlines**

**CERTIFIED (SAFE): POPM, Advanced SCRUM MASTER, SCALED AGILE LEADING SAFe**

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* Current Location: Dubai, UAE
* Nationality: Indian

**Professional Summary**

* Certified Product Owner/Product Manager (SAFe 4) ID No. 56463778-3216
* Certified Scaled Agile Framework (SAFe 4 Agilist) ID No. 58927487-0395
* Certified Advanced Scrum Master (SAFe 5) ID No. 06483568-3556
* Certified Scrum Master (SAFe 4) ID No. 28116769-4271
* Bachelor of Engineering in electronics and tele-communication, Diploma holder in information technology with 9.5 years of progressive experience in role of an IT business analyst and have shoulder Product owner responsibility.
* Performed Integration, GUI, System, Functional and Regression testing.
* Customer handling experience with strong interpersonal skills.
* Experience in requirement gathering using different technique and formulating it into documentation like BRD, FRD, SRS, Use cases.
* Hands on experience of technical writing like-
* BRD- Business requirements document, Project plan, FRD.
* Use case models and Business process flow diagrams (In Visio).
* Test cases and Test scripts.
* User stories.
* Change management.
* Solution design.
* Requirement traceability matrices.
* End to end ownership of milestones deliveries.

**Achievements**

* **In Travel, E-commerce online RETAIL & ERP domain:** Working experience on packages which includes combination of airlines, hotels, cars, and sightseeing

**Hotels as Hotel Pvt Db and Hotel:** - Online reservation system, Dynamic inventory management, Content management system. Hotel domain interaction with all suppliers like Gulliver’s (GTA), Expedia, Travco, Tourico, DOTW, Hotel beds, Priceline for API integration *within* our existing product known as ONTRA. Worked with online B2B & B2C portals.

* **Airline Domain-** Working experience with Fly Dubai, Etihad, LCC suppliers like GO-Air, Indigo, Spice jet and GDS supplier, Radix system, Amadeus, Abacus, Galileo for API integration in our existing product known as Ontra and working experience with sabre for airline reservation system, Airline check in system*.*

**1) E-Commerce:** Experience in defining, search shopping, booking flow, payment and ticketing flows. (Revenue / Redemption / Cash + Miles / Corporate booking/Website bookings/Mobile bookings/Interline & Codeshare booking/Travel agent booking/Call center booking/HVG booking) management, Fare branding, Loyalty integration, Single sign on, Different Payment solutions (MPGS, UATP, CC etc.)

**2) PSS experience:** Experience in message handling and analysis (GDS / OTA / OAL booking messages), Reservation procedures, Fare Filing/ Fare distribution, SSR handling and Ticket Issuance.

**3) Sabre DCS Experience/Radix/Flight operations/Crew management:** Online check-in functionalities & IRR Scenarios

**4) Customer loyalty:** Experience in customer enrollment, profile creation, accrual flow, redemption flow, Loyalty points purchase / exchange, tier upgrade, targeted promotions and revenue analysis.

**5) Customer profiling** Experience in Customer grouping, Journey mapping, Customer Touch point mapping, customer prioritization, promotion management and sales analysis.

* **Cargo & logistics –** Working experience on cargo logistics which includes Air, Land & Sea

**Key Clients:** Etihad Airways, Fly Dubai, Tata consultancy, Bata, Ferns & Petals, Travel pass, Amazon tours & travels, My global trip, ISH tours & travels, Pink elephant international, Sea farm, Golden pearl.

**Competencies**: Business analysis, Software testing, Analytical skills, Documentation (SRS, FRD, BRD, Change Request,), SDLC Life cycle – Agile methodology, Scrum, Waterfall model, UML- Use cases, BPMN diagrams.

**Tools**: VSO, JIRA, Miro, MS Visio, MS project, MS office, Bugzilla.

**Work Experience**

**Mindtree, Dubai, UAE (July 2021– Present) Product Owner/Product Management/Business Analyst**

**Domain:** Airline Reservation System, DCS System --- (Worked on Radix platform & UI frontend as well)

**Projects –** Manage Booking, TA Portal, NSS.

* Requirement Gathering
* Business Analysis
* Interacting with client
* Interacting with development team to make them understand the client requirement
* Provide Business & system Support for user i.e. dev team on Radix, and timely dissipation of information to help dev team.
* Work with the team till delivery of the project
* Assist PSS project resources by acting as SME for PSS modules and functionality
* As using agile methodology, so working in VSO for testing, raising bugs, creating epics.
* Provides leadership and mentoring to the team of system Analyst working on PSS system.
* Handling day to day issues on UAT with internal and external stakeholders
* Work closely with team during the implementation having daily stand-ups to take the update picture for the ongoing project also involved in daily email communication with stakeholders and team member

**Mirum Agency, Dubai, UAE (November 2020 - May 2021)Product Management/Senior Business Analyst**

**Domain:** Cargo & logistics

**Projects –** Advanced Trade & Logistics Platform (for company AD Ports in Abu Dhabi)

* Requirement Gathering
* Business Analysis
* Interacting with client
* Project Plan Creation, Risk log
* Making of BRD, FRD
* Interacting with development team to make them understand the client requirement
* Creation of process flow diagrams
* Work with the team till delivery of the project
* As using agile methodology, so working in Jira for creating user stories, testing, and raising bugs, creating epics, confluence.
* Handling day to day issues on UAT with internal and external stakeholders
* Work closely with team during the implementation having daily stand-ups to take the update picture for the ongoing project also involved in daily email communication with stakeholders and team member
* Working with junior BA’s as well to support them work related things and guidance

**Etihad Airways –Abu Dhabi, UAE (December 2018 – April 2020) Business Analyst/QA/Product Owner -Mobility/Web Domain:** Travel, Airline

**Projects –** Travel Pass (Product), EY APP, EYG APP, WECHAT (Worked on Sabre Platform and UI frontend as well)

* Coordinate with all internal and external stakeholders to understand the complete requirement scope and prioritize the requirement backlog accordingly.
* Creation of BRD, user stories, traceability matrix, impact analysis, designing of process flows based on the requirement captured.
* Work closely with stakeholders to take approval on requirement documents, process flows and stories etc.
* Creation of change request document in the existing workflow based on new requirements.
* Designing of support model, exception scenarios, non-functional requirement.
* Interacting with development team to make them understand the requirements to deliver continuous value.
* Work with the team till delivery of the project
* Work on sabre reservation system, check-in system, crew management, flight operation (IRR scenarios) and loyalty system
* As using agile methodology, so working in Jira for creating user stories, testing, and raising bugs, creating epics, confluence.
* Handling day to day issues on UAT with internal and external stakeholders
* Having strong Customer experience skills interpersonal skills, customer focus.
* Works well within stringent deadlines by prioritizing things.
* Work closely with team during the implementation having daily stand-ups to take the update picture for the ongoing project also involved in daily email communication with stakeholders and team member

**Al Tayyar Travel Group – Dubai, UAE (September 2017 – February 2018) IT Business Analyst/Data Analyst- Dubai, UAE**

**Domain:** Travel, Airline, Hotel, Car, DWH. on experience in Project Plan, Analysing & Design.

* Coordinate with the product managers to understand the complete requirement scope and prioritize the requirement backlog accordingly.
* Being a techno functional expert develop the solution design and freeze the design after validating with the solution architects.
* Keep regular check on the requirement development status during stand-up meetings. Maintain and follow-up individual solution implementation plans (pipeline)
* Responsible to engage with the stakeholders to provide them regular updates about the health of the ongoing project.
* Experienced in product implementation of different travel products of vendors with the Al Tayyar online systems.
* Ensure implementation must adhere to the implementation agreements i.e. Rule configuration and timelines.
* Ensure requirement/implementation documents are up to date and with version control.
* In post-production scenarios responsible to identify the root cause, resolve issues and document updates.
* Ensure user guides must be updated and properly communicated to the support teams.
* Capable of working individually or along with the team.

**A4M GROUP - Morgan Technology Pvt Ltd (April 2016- June2017) IT Business Analyst/Software Tester- Dubai, UAE Domain:** **E-commerce, Cloud E-commerce, Client:** The data they gather includes **rankings, customer reviews** and the standing of a company's online competition. Also work with software developers to create a customized online transaction system that gives detailed information on how a customer found the website. Knowing how a customer came to a retail site is highly valuable information for those making advertising decisions.

* Requirement Gathering
* Business Analysis
* Demo Presentation
* Interacting with client
* Making of BRD
* Data governance – data model
* Making of FRD
* Interacting with development team to make them understand the client requirement
* Creation of process flow diagrams
* Work with the team till delivery of the project
* End to end Testing on UAT, UAT Acceptance from client
* Taking LIVE Acceptance from client, Giving support to client on Live Issues
* Encouraged my team to take up SMART (Specific, Measurable, Achievable, Realistic, Timely) goals which in term helped them to acquire new skills.

**ANMSoft Technology Pvt Ltd (Sep 2013- Feb 2016) IT Business Analyst + Quality Assurance** – Navi Mumbai, India **Domain:** E-commerce & Travel

* Understanding the client’s requirement and coordinating projects from its inception to its end all clients.
* Document creation like BRD, FRD, SRS, Use Cases based on the requirements.
* Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.
* Fostering a good working relationship with client teams to facilitate flawless execution of services.
* Suggest areas for improvement in internal processes along with the possible solution.
* Keep client up to date on project progress through automated status updates, project reports etc.
* Follow necessary steps to ensure that deliverables are complete and compliant with original specifications.
* Creation of business process flows.
* To effectively prioritize and execute task as per the clients request.
* Developed Business Cases to demonstrate technical feasibility and return on investment.
* Follow necessary steps to ensure that deliverables are complete and compliant with original project specifications.
* To build develop and grow any business relationship vital to success of the project.
* Leading and organizing team and utilizing resources as per their skills.
* Involved fully end to end testing (quality assurance) of the products handling day to day live issues**.**
* Keeping a close contact with project Key members and decision makers.
* Involved in providing creative inputs, development, updating and monitoring of business and action plans.
* Analysis of Xml and Xsd files in depth.

**Think IT** (Aug 2011-Aug 2013) IT **Business Analyst + Quality Assurance** – Pune /Mumbai, India **Domain** : ERP Solutions, E-Commerce **Clients:** Gas Agency, Corporate Sector, Enterprise, Hospitality Sector, Education Sector, Logistics.

* Responsible to understand the requirements (i.e)(requirement document) for the project.
* Writing Test Cases and Test Scripts for Regression Testing.
* I was the Primary Source of contact with the Client.
* Responsible to prepare LOE (Level of effort) for the assigned Project.
* Responsible for managing resources as per the project requirements.
* Interacting with development team to make them understand the client requirement.
* Work with the team till delivery of the project.
* Interacting with client to verify solution to meet the requirements.
* Communicate requirement analyze and document requirements.
* Performed integration, GUI, system, functional and regression testing.
* Involved in black box testing using manual testing methodologies.
* Creating Detailed Requirement Design Documents (DRD).
* As a Manual tester - responsible for assuring that the software products and free from defects or operational problems or errors. Verifying the accuracy or performance of the software product as well as troubleshooting the correction of any problems or issues is my main job.

**Education**

* B. E (Electronics & Telecommunication), IITM Gwalior, RGPV University Bhopal, 2011
* Diploma (Information Technology), Women Polytechnic College Gwalior, RGPV University Bhopal, 2008
* Diploma in Software Testing from Seed InfoTech Ltd India, 2012

**Industrial Training**

* Microcontrollers & Embedded Systems at Think Labs.
* Java and Networking at DRDO Gwalior.
* Computer Networking at Govt. Women’s Polytechnic, Gwalior.