

To

The Hiring Manager

Dear Sir/ Madam,

I am writing to express my strong interest in the Agile IT Product Management role. With my extensive experience in product management and my passion for driving innovation, I am confident that I would be a valuable asset to your team and the organization

As an Agile Product Manager with over 16 years of experience, I have successfully led cross-functional teams in delivering high-quality products that meet customer needs and drive business growth. I am well-versed in agile methodologies and have a proven track record of delivering products on time and within budget. I thrive in fast-paced environments and enjoy collaborating with stakeholders to define product vision and strategy.

What makes me different from other Product Management professional is my product vision, work with market and so much agile to change the product backlog to make it a successful product. I always keep my one eye in the product development process and other in the market/end users. May be my educational background (Business+ Consumer Behaviour+ IT) helps to get success in whatever product I work. Four words define me:

Positive attitude, Innovator, Agile and Good Listener

This resume is having three parts. First page is the cover letter, second is having the short resume for quick view and rest of the pages include my detail work done. I would suggest to at least having a look at my work exposure or else my resume can be lost in the crowd. I always say, my resume can be rejected not my work.

One question I would like to answer which I never wish to answer. What is your salary expectation? I always say "as per position bandwidth". This means I am aligned to the organisation policies, vision and the paying capabilities. I get happier when my work gets appreciated than compensation.

I always do experiments and get success in it like working in new domain, technologies and challenging products. I have worked in Hyderabad, Bangalore, Pune, Brussels and Paris

I am confident that my strong analytical skills, strategic mindset, and ability to effectively communicate with stakeholders make me an ideal candidate for the Agile Product Management role. I am eager to contribute my expertise to your team and help drive the success of your innovative product portfolio.

Thank you for considering my application. I would welcome the opportunity to discuss how my skills and experience align with the current opportunity. I have attached my resume for your review. Please feel free to contact me at your convenience to schedule a time to speak.

Sincerely,

Rupesh Bhakat

Linkedin: [https:// www.linkedin.com/in/rupesh bhakat-productmgmt](https://www.linkedin.com/in/rupesh-bhakat-productmgmt)

RESUME

INTRODUCTION

Tenacious, results-driven and customer-oriented IT Agile Product Management professional with 16+ years of wide-range experience in IT Banking and Financial, Logistic and Automobile Services industry. Offer remarkable skills in conceptualizing, developing and implementing strategic business products to outperform market challenges and deliver bottom-line results. Skilled in cross-functional collaboration, customer alignment, and driving global product growth while ensuring compliance

Currently worked with **FedEx Express** as **Regional Product Owner** (Last working day-19th May 2024)

EDUCATION

MBA	2004-2006	KIIT School Of Management (KIIT University, Bhubaneswar, Odisha)
BCOM (AC Hons)	2002	Ranchi University, Jharkhand

CERTIFICATIONS

SAFe Agilist and CSM (Practitioner)

TECHNICAL SKILLS

Methodologies	SDLC, Agile, Scaled Agile, Waterfall
Operating System	Windows XP, Windows 2007, Windows 10
Requirement Management tools	JIRA, Axure, MS office ,Calrizen, Digital AI(Version 1) and Confluence
Documentation Tools	Word, excel, Visio, Power point ,MS Project ,Wrike
Database and DBMS	DB2, Teradata, SQL
Data Vendors/Tools/Application	Fenergo, Calypso, Murex, Summit, IRIS, Actimize(NICE) , Power BI

AWARDS RECEIVED

Best Product Manager by CEO, Western Union (2018)

Best IT Product Owner from Head Of Compliance, HSBC (2014)

ACHIEVEMENTS

Successfully managed the new IT office setup for Western Union Technologies in Pune, India ensuring seamless designing, licensing and smooth running of the new office with saving of 18% from the allocated budget.

Completed all projects and products implementation before time and budget with saving of minimum 15 % cost (highest saving of 22000 USD) resulted in enhance in customer satisfaction and savings for the organization.

Development and implementation of Financial Crime Compliance (FCC) and Regulatory Compliance (RC) product before the deadline given by the regulators. Saving from regulatory fine or penalty.

Design and developed the payment gateway mechanism for one of the Digital Payment Product with 30% reduction in the settlement cycle. Integrated multiple KYC and customer on boarding products with WU's core payment system.

Experience in developing many innovative products from idea generation to final launch (0-1 strategy)

All the products developed are successful with exceed in customer expectations with rating of 8.5+ out of 10.

WORK EXPERIENCE (PRODUCTS/ PROJECTS UNDERTAKEN)

FedEx Express

Regional Product Owner/ Manager

Nov 2022-May 2024

Responsible for owning, designing and developing of Custom Clearance product, **GEMINI** for cross border custom clearance, KYC and payment solution.

Integration with multiple upstream and downstream systems with GEMINI.

Responsibilities include conducting the market research, conducting seminars, interview to get the deep understanding of the required products and its features required as per the customer needs.

Worked closely with engineering teams, designers, and operational teams to prioritize development efforts as they align against product goal and strategy

Determine release goals for the platforms and prioritize assigned features in Version 1.

Act as a bridge between diverse group of internal and external stakeholders to achieve product goals

Translate functional features into technical whenever required for the technical team.

Do the feature prioritization and ensure its completion on time and accepted after testing them in UAT and SIT.

Responsible for all product questions, deliverables, timelines, user education and successful running.

Conducting backlog grooming session for the teams and training for the operations and support teams.

Manage the team of Product Owner, Business Analyst and Product Analyst to achieve the common product goal.

Track and manage the product budget and timelines. Product was developed for both mobile and web.

M&G Global, Prudential Plc

Product Manager -Digital Transformation

June 2021-March 2022

The organisation wants to develop a product (IDH) for the Investment Manager with the data analytics in such a simplified way that the systems will take the data dump from multiple sources like Aladdin (Blackrock) and other sources and process it.

Responsible for analysis of the various systems and their required data feed for the investment manager

Define and design the products with the features ready to be developed.

Integration of required APIs from external systems to **IDH (Investment Data Hub)**

Create the product backlog, sprint backlog, grooming and testing.

Transform complex requirements into SMART requirements and coordinate with stakeholders for solution

Create product roadmap, product backlog and prioritization, refinement to the teams, product development and launch

Maintain KPIs and SLAs as per SAFe (Scaled Agile)

WU (Western Union) Technology Product Owner -Digital Transformation Oct 2017-April 2020

Responsible for implementation of Digital KYC Product and Transaction Monitoring in TANDEM.

Design and development of cross border Payment solution Product for a NBFC. Strategically transform WU's Digital global money transfer and international banks which includes Digital signature, Selfie KYC, Retina/OTP verification. Understanding and engineering the current process and applications in Digital payment gateway to new era WU WAY transformation

Re-engineering of the client on boarding process with a key focus on improving the Corporate Know Your Customer (KYC) , Know Your Agents/channel Partners (KYA) and Anti Money Laundering (AML) , and other regulatory due diligence processes to implement the regulatory compliance changes in 200+ countries

Plan and lead the scaled Agile (SAFe) transformation for the organisation.

Manage the setup of new IT office in India.

Create the product backlog, use case scenarios, user stories, solution approach, product roadmap, vision and execution

Preparation of all product and project documents like Proposal document for the new product and get it approved from the Investment Council. End user documents, SOPs/user manual of the product. Analysing and responding of Financial Crime Escalations

Cultivated productive relationships with Customers, Partners including Agents, Banks, Analytics agencies and IT delivery strategic partners

Streamlining the end-to-end Client Lifecycle Management processes (from customer experience, complete client journey from onboarding to offboarding)

Increasing operational efficiencies through robust workflows and system integrations thorough multiple upstream and downstream compliance applications

End to end project status reporting and control mechanism with publishing weekly project/features status reports to high/low level stakeholders including RACI matrix

Key product implementation: **Tandem & Fenergo**

Capgemini**Product Owner/ Manager****April 2014-Sep 2017**

Fenergo implementation for Global Entity and Reference data management for a global Bank.

Followed Agile Methodology to Conduct End to End business analysis functions such as requirement gathering, functional design, impact assessment, gap analysis and product implementation, create and manage product backlog, features and stories planning .Plan and facilitate UAT.

Worked on complete client life cycle management (Client onboarding, offboarding and KYC). Integration with multiple upstream and downstream trading applications.

Analysis of Murex, Calypso and summit to bring into a centralized data repository

Creating and validating Epics, user stories, test cases and review of sprint performance

Documentation includes requirement documents, functional specification documents, and Flow diagram and publishing in JIRA.

Design and develop DFP (Domestic Fund Platform) for Euroclear Bank SA for their clearing and settlement. On recommendation from Euroclear management team I was offered the role of a Product Owner from Business Analyst and given the complete ownership of DFP. DFP is based on global application Fundsettle.

Responsible for developing DFP from scratch with 0-1 strategy and launching in the key European markets.

Worked for implementation of another challenging product Actimize (NICE) for a global bank for Transaction Monitoring in FCC (Financial Crime Compliance) includes rules engine and thresholds management. Build an in-house application IRIS for RC (Regulatory Compliance).

Key product implementation/developed: **IRIS (Integrated Regulatory Information System), DFP (Domestic Fund Platform), Actimize, Fenargo**

Cognizant Technology

Business Analyst

Oct 2011-March 2013

Responsible for development of a product for a global bank for their wealth management solutions focusing of multiple assets classes (BFSI)

Performed requirement analysis by gathering both functional and non-functional requirements based on the interactions with the process owners and stakeholders and document analysis for Wealth Management Solution

Actively involved with conducting seminars, interviews. Creation of BRD, FSD, GAP analysis.

BNY Mellon

Operations Executive/Process Consultant

Nov 2009-Sept 2011

This role was for the operation department of BNY Mellon where my role was like a functional BA. Researching and analysing the current process flow for their Fund Accounting process and come up with automation suggestions and give the functional requirements to the consulting IT organisation to develop.

Responsible to perform the UAT after the implementation of the changes in the system

State Street Syntel

Business Analyst

May 2007-Oct 2009

Planning, conceptualizing financial and business elements to practical system capabilities

Liaised with front, middle and back office operation team to understand and migrate all manual reconciliation process to automate in **TLM (Transaction Lifecycle Management)**

Create functional and technical specification documents (BRD, FRS, and SRS)

Testing of the application in UAT and SIT environment with writing of details test cases and tracking the progress