

KARAN DHAWAN

Sr. Product Owner - ECMX (EDDS)

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Gurugram



EXPERIENCE

Senior Product Owner

American Express

2020 - Present Gurugram

- Primary responsibilities include Prioritization of LPM - Marketing and Acquisitions portfolio and ATL features via RASC process for E2E delivery and timely allocation with ART scrum team on PI to PI basis and tracking PIV performance of the features deployed into production
- Leading the ART Scrum team from Product side to check on velocity, sizing estimation and Trade Offs for discovery, build and E2E support and production release for MVP/product iterations on overall initiatives delivery
- Drive enhancement for customer and Digital channels driving best in class user experience by Identifying opportunities or additional capabilities or functionalities
- Drive discussion with Business stakeholders pushing for Digital channels emails instead of paper channel and helped articulate Raven platform capabilities helps in driving to accelerate growth and deepen Digital customer engagement
- Focused on Portfolio backlog refinement and closely aligns with the Business/RTE on Product strategy, roadmap and Prioritization based on Business ranking
- Delivered on critical regulatory and Migration features on POA (India, Sweden, Mexico) under Marketing and Acquisitions LPM Portfolio

Project Analyst - Business Rules Team (GSG)

American Express

2019 - 2020 Gurugram

- Led the Ad hoc initiatives for review, build, testing and E3 release with SFTP triggers includes the E2E support in a Kanban approach
- Supported business rules change with development work on Thunderhead and Self Servicing tool on SCP templates
- Created the SOP-standard operating procedures for the project's installation/deployment during tech freeze
- Followed the Safe methodology and maintaining the Kanban board for assigned projects

Lead Business Analyst - TRAM (System Assurance)

American Express

2013 - 2019 Gurugram

- Primary responsibilities include ensuring the business-related testing needs of Business Operations are met and that all testing work is planned and executed in accordance with the (SDLC 2.0), methodology Waterfall, Agile. (E2E Validation)
- Supported User Acceptance Testing deliverables that impact front-end, user-focused applications. (Focused on Business Requirements)

Lead New Accounts Analyst (Operations)

American Express

2007 - 2012 Gurugram

- Actively worked under Specialized Correspondence India Team (SCT Team) to review and assess the outbound communications to finalise and decision the CM's application
- Worked under Inbound communications team to provide quick turnaround on New accounts applications decisions

EDUCATION

Masters in Commerce

Meerut University

2003 - 2005

Bachelors in Commerce

Meerut University

2000 - 2003

STRENGTHS



Business Acumen

Exhibits deeper understanding of the Business requirement and the story they are telling to improve Digital Customer experience through its products or preventing regulatory impacts to the Organization



People Management

Forging strong and collaborative skills with all stakeholders to build consensus on Product and Company's vision along with Negotiation abilities to resolve issues and mitigate risks

SUMMARY

- Senior Product Owner with a detail-oriented and thorough approach of defining requirements, outlining specifications, and working with Business stakeholders and partners
- Supports LPM Prioritization of features based on Compliance, Migration Market launch, CAP/ORE's with Direct Customer Impact.
- Leading an ART Scrum team and LPM Marketing and Acquisitions Portfolio collaborating with critical Business units under New Accounts Acquisitions, Credit, Fraud and Risk partners.
- IIM certified on Product and Brand Management, Safe Agile and CSPO certified with vast experience on leading critical Portfolio, E2E execution and Business delivery of Migration and Regulatory and Compliance features.
- Focused on Digital customer journey with Enterprise Communication platform and capabilities providing a world-class Digital servicing experience to our customers.

ACHIEVEMENTS



Process Improvement

Consolidation and Optimization of platform enabling delivery of Migration/CAP-ORE/Client Onboarding and Acquisitions journey and helped save 65% ART story points and allocate capacity to pick other prioritized LPM features



Problem Solver & Decision Making

Negotiate on timelines with Business and look for Ad hoc solutions to meet the requirements and challenge the status quo



Client Onboarding & Acquisitions

Delivered on Digital Customer Journey under Marketing and Acquisitions portfolio (Client Onboarding) for India, Sweden, Mexico which helped to meet Organization KPI's. Business achieve NAA ~35 % and 45% spend for Mexico market

TRAINING / COURSES

Harvard Leadership program - Making sound decisions

IIM - Certification on Product and Brand Management

Certified Agile Scrum, CSPO, CSM

Prince 2 Practitioner