

Contact

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Top Skills

Product Requirements
User Interface Design
Figma (Software)

Languages

Hindi
Bengali
English (Full Professional)

Certifications

Product-led Certification
Scrum Fundamentals Certified (SFC)
IBM Certified Solution Designer –
Sterling Order Management V9.2
IBM watsonx.ai Technical Essentials
Advanced Prompt Engineering
Techniques

Projjal D.

Senior Product Owner at Verizon Connect
Dublin, County Dublin, Ireland

Summary

Technology enthusiast with 10+ years of experience in product management responsible for developing a deep knowledge of supported business areas, conducting business requirement sessions, documenting current and to-be process flows and creating detailed requirements document to support development. Worked for clients on projects that involve either bespoke/custom software development or systems integration of PaaS/SaaS applications such as Verizon Connect Reveal app, IBM OMS, IBM WebSphere Commerce, IBM Cognos within a large scale or enterprise environment.

Experience

Verizon Connect

Senior Product Owner

October 2022 - Present (3 years 8 months)

Dublin, Ireland

Innovation: User research and UI prototype of automatic driver/vehicle mapping - Used AI/ML to extract driving data and train models which prompts user with up to 90% accuracy for automatic assignment

Discovery: Development and launch of SMOG & CARB environmental compliance features in Reveal, resulting in achieving certification from CA BAR (California BAR) and CARB (California Air Resources Board)

Ideate: EV Suitability Tool which helps customers identify suitable EV candidates in their fleet(2024 autoXreport Innovator Award) - +15 DAU

Roadmap: Planning and launch of a new CPRA (California Privacy Rights Act of 2020) portal in Reveal Admin UI - new legal compliance feature in Reveal, allowing search and extraction of all PII data

Roadmap: Revamped Reveal admin UI notification panel for improved accessibility and elevating existing layout leading to up to +8.3% of monthly user engagement.

Adoption: Led the design and implementation of Live Feature enablement tool which enables feature roll out to multiple accounts at once– reducing cycle time and saving costs.

Go-To-Market: Collaborating on product marketing and customer success launch strategies

Retail inMotion

Product Owner

November 2019 - October 2022 (3 years)

Dublin, Ireland

Discovery: Led the research, development and launch of Home delivery solution capability in Vector; generated +\$20k ancillary revenue within the first 6 months of launch

Delivery: Enhanced the PreOrder solution in Vector by integrating Promo Codes driving sales up to +11% during covid and allowing airline partners to deliver personalised offers

Adoption: Delivered a refreshed billing system in Vector WMS by split invoice by region feature; resulting in 25% increase in efficiency for finance team

Innovation: Integrated vector onboard POS solution with an airlines frequent flyer profile which helped create tailor-made offers leading to increased upsells by onboard crew; 5-7% increase in commission per trip

Delivery: Launched Digital Receipts for in-flight POS allowing paperless cabin on-board; reducing costs and waste

Ideation and Roadmapping: Worked on an early prototype to conceptualise 'Order2Seat' - providing an inflight network and allowing passengers to open an ecommerce website in their own device.

Discovery: Led User research to conduct customer interviews on existing analytics solutions and identify gaps ; used dovetail to categorise, transcribe and summarize findings.

Accenture

Application Development Team Lead

2017 - 2018 (1 year)

- Worked with multiple stakeholders in user story/journey creation and develop high level options for customers to streamline business operations based on OMS capabilities.
- Involved in the process of understanding business change needs, establishing business processes pre & post implementation of technology architecture.

- Developed end to end retail analytics solution with in-depth statistical analysis for outliers testing and designed dashboards with drill down capabilities.
- Detailed client due diligence report preparations and ensuring compliance with business rules during the testing phase and ensured enhancements are ready for release.
- Designed and developed store backroom pick capabilities to support on Hand-held devices.
- Worked along with the development team for extension of custom tables, product APIs ensuring suitability to retailer's e-commerce platform.
- Wore several hats of Team Lead, mentoring team members and drive internal product trainings.
- Implemented forwarder configuration, search heads and indexing in Splunk.

IBM

Package Solution Consultant- Sterling OMS/WMS

2015 - 2017 (2 years)

- Designed an optimization logic to bring out the best picking strategy, manifestation and containerization for a 3PL client.
- Performed database migration between client applications large scale using ETL processes involving data cleansing, formatting, anomalies testing, and reconciliation process.
- Worked with development team to roll out an implementation strategy for the voice-based picking operation in WMS with an external voice application.
- Worked on performance enhancement of IBM OMS by enhancing data caching feature of the product for customers with high transaction volume.
- Strategized UAT Testing and managed go/no-go decisions to achieve minimum disruptions during migration.
- Automation of reporting tools through IBM Cognos BI to analyse business data and monitor live environment.
- Duties as a Team Lead involved effective communication, appraisal sessions and mentoring members of the team.

Cognizant Technology Solutions

Product Specialist

July 2011 - August 2015 (4 years 2 months)

Bangalore

- Worked in developing Promising Server Architecture to separate Inventory and Order in two separate instances.
- Worked on automation tools such as Junit, Selenium in the CI/CD pipeline.

- Worked in front end technologies like jQuery/HTML/JavaScript to customize the order capture interface.
- Worked on complex queries, custom common code types, Task Q based and Non-Task Q based agent frameworks.
- Worked on installation of IBM Sterling, Build and Deploy EAR, CDT tool, and Oracle DB set-up.
- Implemented Alert Management for CSR with features like Alert escalation, change status, and re-assign.
- Collaborated with multiple stakeholder to gain consensus on scalability/stability solutions which helped in sustaining peak season volumes.

Education

Technological University Dublin

Master of Science - MS, Technology and Innovation Management

PES University

Bachelor of Engineering (B.E.), Biotechnology