

CINTHIYA A JOSEPH

Certified Scrum Product Owner (Scrum Alliance)

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PROFESSIONAL SUMMARY

Dynamic professional with 8 years in agile project management, skilled in collaboration, strategic planning, and stakeholder management to deliver customer-focused, impactful products. Experience working in fast paced environments.

WORK EXPERIENCE

Product Owner (Aerodei – New York, USA)

2023- Current

- **Spearheaded the product development lifecycle for the SaaS product**, resulting in a **30% increase in release efficiency** and reducing time-to-market by **4 weeks**, aligning with business priorities and delivering measurable outcomes.
- **Collaborated closely with cross-functional teams**, including engineering, UX, and stakeholders, ensuring accurate implementation of deliverables and **verified design prototypes**, leading to seamless execution.
- **Conducted UAT (User Acceptance Testing)**, achieving a **50% increase in production speed** and ensuring high-quality product releases.
- **Supported strategic planning** and goal-setting, leading to **customer acquisitions** within 8 months and a **40% improvement in user engagement through enhanced features**.
- Collaborated with cross-functional teams to **create and refine user stories**, ensuring **clear acceptance criteria** and alignment with business goals, which **improved sprint efficiency and facilitated seamless product delivery**.
- **Defined and refined the Super Admin role** and its functionality within the application, **ensuring clarity and usability for key stakeholders**.
- **Integrated feedback** from 500+ users **into the product roadmap**, reducing reported issues by 40% and **driving a 35% increase in customer satisfaction, showcasing a strong focus on continuous improvement**.

Senior Product Manager (Ayden Digital Flexo Plates – Tirupur, India)

2018 – 2022

- **Optimized product delivery processes**, reducing turnaround time by **80%** while collaborating with stakeholders to deliver **value-driven solutions**, achieving a **100% success rate** across projects.
- **Drove strategic product initiatives**, contributing to **80% revenue growth** and supporting business expansion within **6 months** by aligning the product roadmap with market demands and customer needs.
- **Prioritized and implemented product enhancements** based on market trends and user feedback, fostering trust through open communication and driving an **80% increase in team efficiency** and stakeholder satisfaction.

Product Manager (Artland Creations – Tirupur, India)

2013 – 2018

- **Owned end-to-end project execution**, from initiation to closure, by building robust plans, managing dependencies, and tracking progress using Google Suite, resulting in a **50% increase in operational efficiency** and seamless delivery.
- **Streamlined product execution through process optimization and strategic change management**, achieving an **80% improvement in team efficiency**, a **10% boost in profitability**, and enhanced customer satisfaction by aligning product delivery with business goals.

- Led a key project of migration to an ERP software for HRIS, CRM, sales, marketing, accounting and vendor management, resulting in 100% digital transformation in day to day business activities.
- Effectively communicated and engaged with stakeholders, particularly customers, resulting in increased customer satisfaction and stakeholder relationships, facilitating 50% increase in migration process.

PROJECTS

- Automated system for effective onboarding process for doctors at the Stanford Health Center
- Spotify Data Analysis Pipeline powered by AWS <https://github.com/CinthiyaJ/Spotify-Data-Pipeline-ETL-using-Python>
- Performed Data Analysis on factors affecting customer choices between stores and direct vendor purchases and proposed a Logical Database Design.

TECHNICAL SKILLS

Microsoft Office, Jira, Asana, Mural, Miro Board, Teams, Slack, Totango, Python (Pandas), MYSQL, Tableau.

CERTIFICATION

Google Professional Project Management, **Certified Scrum Product Owner (Scrum Alliance)**

EDUCATION

Master of Science Information Systems – STEM (3.98 GPA)

Dec 2023

University of San Francisco, San Francisco, CA

- Concentration in masters was a blend of software development, project management, cybersecurity, cloud data architecture and business analytics.

Bachelors of Engineering in Computer Science

May 2011

Karunya University, Coimbatore, India