SHANTHI M

PMP® and SAFe® 6 POPM Certified

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SUMMARY

Versatile **Product Owner and Project Manager** with **PMP and SAFe® 6 POPM certifications**, and 14 years of experience driving operational excellence, data-driven strategic planning, and innovative solution delivery across e-commerce, smart devices, technology and service industries. Proven expertise in managing end-to-end product/project life cycle and executing complex projects with high business impact. Adept at aligning product/project vision with business goals, prioritizing backlogs, and leading cross-functional teams to deliver scalable, customer-centric solutions. Skilled in leveraging AI insights to optimize workflows, improve decision-making, and enhance overall product and project performance in both Agile and Waterfall environments.

CERTIFICATIONS

Project Management Professional (PMP)   **SAFe® 6 POPM (SAI)**

Asana - Workflow Specialist

EXPERIENCE

08/2021 - 11/2022

Chennai, India

Project Manager -AI & Device solution
Amazon

- Acted as Product Owner for multiple AI/ML initiatives, defining and prioritizing video pipelines aligned with the product roadmap.
- Estimated velocity and allocated resources for over **60+ associates** across **3 concurrent projects** to meet delivery goals.
- Collaborated with Product Managers to gather requirements and translated them into structured annotation tasks for data labeling teams.
- Optimized annotation workflows for RNN-powered smart detection features such as animals, vehicles, packages, and pets in Ring Smart Cameras, improving real-time detection accuracy and enhancing user trust.
- Led the multilingual AI speech recognition program for Alexa Echo Dot, expanding capabilities to 11 languages and increasing market penetration in India by 21%.
- Delivered more than 15 UX enhancements on Amazon's web interface, including search and recommendations, to improve seller and customer experience.
- Led Agile ceremonies including sprint planning and stand-ups, managed product backlog in **Jira**, and collaborated via **Confluence** to ensure timely delivery.
- Built **KPI and OKR** dashboards, reports and employee performance reports using SharePoint and Amazon QuickSight.
- Developed and coached a high-performing team, promoting a culture of ownership and resulting in multiple internal promotions.

04/2019 - 08/2021

Chennai, India

Program Manager, Pricing and Process Optimization
Amazon

- Managed **2 concurrent E-commerce price optimization projects** across Japan and France markets with a team of **45+ associates** driving revenue growth through data-driven insights, automation, and competitive analysis.
- Collaborated with cross-functional teams (BI, IT, Automation) to implement scalable solution in pricing and stock adjustments ensuring Amazon's competitiveness in the real-time market contributing to a revenue increase from **$184K to $2M** in Germany (July 2022).
- Used **Tableau** to analyze competitor data, delivering clear WoW, MoM, and YoY reports that enhanced strategic initiatives, driving business growth which **exceeded Q2 revenue targets of 5.2%.**
- Led the automation of dynamic pricing algorithms to strategically match and outperform eBay listings, achieving **+3.5% above VP-level revenue goals**.
- Developed and automated **SharePoint dashboard** to track records of **KPIs,OKR Employee Scorecard and training records,** optimised communication & documentation using **Confluence.**
- Collaborated with L&D in identifying training needs, developed training plan and increased the training adoption from **45% to 98%** within 3 months.
- Conduct Monthly and Yearly performance review for employees identify and retain top talents. Mentored and promoted 5 associates to (SME) roles, fostering a high-performance culture and demonstrating a strong leadership development.

EXPERIENCE

07/2017 - 04/2019

Chennai, India

Program Manager- Organizational Restructuring
Amec Foster Wheeler (Wood PLC)

- Led the organizational restructuring of finance and accounting processes, consolidating operations from the UK and Chennai into a centralized hub in Delhi, impacting **300+ employees.**
- Implemented a change management plan, training over 150+ staff members on new systems and processes, resulting in a seamless transition with minimal business disruption.
- Achieved increase in efficiency by reengineering workflows and standardizing processes, using agile methodologies.
- Developed skill matrix to identify gap and provide appropriate training.
- Delivered the restructuring project on time and under budget, realizing **15% cost savings** through optimized resource allocation and role realignment.
- Monitored outsourced projects to ensure compliance with contract terms.
- Created assets and license tracking report and ensure compliance.
- Transitioned manual payment processes to SAP, improving **accuracy by 23%**. Integrated ticketing workflows through the introduction of Trackpoint, enhancing SLA performance by 56%.

06/2012 - 12/2015

Chennai, India

Assistant Manager | SaaS Implementation
WNS Global Services

- Played a pivotal role in transforming a fully manual, paper-based system into a streamlined, SAP-driven operation for 10k employees (Staff and Worker)— improving payroll **accuracy by 28%.**
- Managed a team of 18 associates and achieved **40.75% increase in efficiency** by reengineering workflow processes and adopting agile methodologies.
- Led the migration of ticketing systems to Trackpoint, which increased the Service Level Agreement **(SLA) adherence from 67% to 98.7%.**
- Coordinated with key stakeholders and business partners of ETA in the Middle East to ensure timely and accurate payroll execution, driving stakeholder engagement and ensuring alignment with business goals.
- Standardized all documentation and process flows across all payroll and HR-related activities creating a sustainable system for audits, compliance, and future upgrades.
- Enabled smoother resource planning and governance by introducing skill matrix mapping, asset tracking, and license management protocols.

03/2004 - 03/2010

Chennai, India

Team Leader–Technical Support & Service Operations
HCL BPO Service Ltd

- Led a team of 18 technical support officer including 2 SME in inbound technical support for AT&T fourth-largest wireless provider in US.
- Drove initiatives focused on Customer Satisfaction **(CSAT)**, First call resolution **(FCR)** and Average handle time **(AHT)** improvement, directly contributing to enhanced **customer satisfaction and service quality** for AT&T users.
- Conducted capacity planning by periodically reviewing the forecasted volumes, achieving 100% coverage 24/7.
- Analyzed quality metrics, customer feedback, and CSAT data to drive **"Path to Green"** initiatives and continuous service improvement.
- Conducted performance appraisals to evaluate and recognize the achievements and contributions of team member.
- Conducted regular performance reviews with team members to evaluate their individual delivered coaching and performance management, conducting regular 1:1s, appraisals, and targeted training to upskill the team.
- Groomed 12 technical officers into SMEs and promoted 2 SMEs to team leaders.

TRAINING / COURSES

Generative AI Overview for Project Managers

Data Landscape of GenAI for Project Managers

Talking to AI: Prompt Engineering for Project Mangers

Practical Application of Gen AI for Project Managers

STRENGTHS

💎 **Project leadership excellence**
Expert in leading cross-functional teams and driving complex projects to successful completion.

💎 **Business and technology alignment**
Strong capability in aligning business strategies with innovative technologies for optimal results.

💎 **Talent development focus**
Proficient in fostering professional growth and developing high-performance teams.

💎 **Operational process optimization**
Skilled at streamlining operations and improving efficiency through automation and optimization.

SKILLS

Agile Methodologies, Scrum, Waterfall, Kanban

JIRA,Confluence, CRM, SAP, Tableau, Sharepoint, Quick Sight, MS Office, Citrix, ServiceNow.

Microsoft Teams, Slack.

EDUCATION

Master of Human Resources
Management (MHRM)

Bachelor of Science in Computer
ScienceBachelor of Science in
Computer Science

PROFESSIONAL AFFILIATIONS

Member of PMI UAE Chapter

PMI

Member of Star Arabia Toastmasters

Star of Arabia

AWARDS

Inclusion Ambassador
Leading diversity, equity, and inclusion (DEI) strategies - Sep 2022

Brand Ambassador
Outstanding volunteerism in Corporate Social Responsibility (CSR) activities - Aug 2022

Trial Blazer
Outstanding volunteerism in CSR activities - 2014

Orion
Consistently delivering exceptional service - 2012

Best Team leader
Recognized for four consecutive months for outstanding deliverables and leadership abilities - Jun 2009

Excellence
Recognized for significant contributions to the success of the team - 2009