

# Stephen Mathew

Kochi, India

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## SKILLS

<b>Business</b>	Product Management, Software Delivery, Agile/Scrum/Kanban, Write Business Requirement Documents, Feature Prioritization, Release Planning, A/B Testing, Feature estimation, Product Delivery, B2B, Product Discovery, Backlog Refinement, Minimum Viable Product, Travel, Airlines, Loyalty, Rewards
<b>Software</b>	Jira, Azure DevOps, Confluence, TFS , Trello, Excel, Azure ML Studio, Miro
<b>Design</b>	Design Thinking, User Experience Design, Feedback to design team, Review high-level design, Detailed Engineering User Stories, Acceptance Criteria, Scope
<b>Technology</b>	SQL, Polars, Pandas, Python, GIT, Gherkin, Markdown
<b>Strategy</b>	Cross Functional Team Lead, Lead strategic initiatives, Engineering trade-off decisions, Stakeholder Management, Negotiation, Process Optimization, Collect Customer Feedback, Cross Group Collaboration, Time Management, Communication Skills, People Management, Relationship Building, Strong Analytical Skills, Problem Solving, Product Inception, User Interviews

## EXPERIENCE

### IBS Software

Kochi, India

Lead Product Consultant

09/2022 – present

- Product Owner L3 for IBS' industry leading Loyalty Management solution iLoyal.
- Led UX revamp initiative from inception, delivered MVP and 2 releases.
- Working on inception of new productized AI capabilities to the loyalty platform

### Xerox

Kochi, India

Lead Product Owner

08/2014 – 08/2022

- Responsible for the backlog for core suite B2B global application with over 2M+ communicating printers
- Led end-to-end development, release and post-release iterations for over 20+ new features for a suite of B2B printing services products focused on remaining #1 within the enterprise printing industry.
- Built alignment with cross-functional stakeholders such as Business Engagement, Design, Engineering, and other product teams leading to steady increase in assets and users in the platform.
- Led 10 engineering teams for a successful implementation of suite-wide upgrades such as Chromium browser compatibility resulting in better user experience.
- Proposed and successfully led multiple organizational initiatives such as reducing the count of bugs by approx. 50% within one year (2021-2022) and building a Markdown-based, version controlled and cloud hosted Knowledge Base.
- Promoted to Product Owner in 2018. Joined as Development Support Engineer and promoted thrice since 2014.
- Winner of Xerox awards – twice Eagle Award (2015, 2017) and once team Eagle Award (2015).

### Oslofjord Convention Center

Vestfold, Norway

Information Technology Operations Consultant

10/2011 – 12/2013

- Consultant/Administrator for MS Exchange, Active Directory and Citrix for more than 20 client companies.

## Infosys

Pune, India

Systems Engineer

08/2008 – 04/2011

- .Net Developer for Infosys iCare suite of products
- Winner of Team Extra Miler Award RAMP Q1, 2010 and Star of the Month Award RAMP Q4, 2009

## EDUCATION

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**Birla Institute of Technology and Science, Pilani**

Pilani, India

M. Tech., Computing Systems and Infrastructure

2020

**Institute of Management Technology, Ghaziabad (CDL)**

Ghaziabad, India

PGDBA

2016

**University of Mumbai (Fr.CRCE)**

Mumbai, India

B. Eng., Computer Engineering

2008

## CERTIFICATIONS

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**Scrum Alliance** (Certified Scrum Product Owner)

2019

**Microsoft** (DP-100: Azure Data Scientist Associate)

2022

**Massachusetts Institute of Technology**

2020

(MIT 6.86x: Machine Learning with Python-From Linear Models to Deep Learning)

**Microsoft** (AI-900: Azure AI Fundamentals)

2022

**Microsoft** (DP-900: Azure Data Fundamentals)

2022

**Massachusetts Institute of Technology** (MIT 14.310Fx: Data Analysis in Social Science)

2020

**Microsoft** (AZ-900: Azure Fundamentals)

2019

## LANGUAGES

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English, Norwegian, Hindi, Malayalam

## ACADEMIC ACHIEVEMENTS

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- Received highest grade for Dissertation done as part of M.Tech with BITS Pilani at Xerox on "A Study into the deviation in actual printer usage from the expected and deriving the Ideal Coverage for a device" involving Linear Regression and Machine Learning. See a summary of the Dissertation
- CGPA of 9.47 for M.Tech at BITS Pilani
- Passed B.Eng. with Distinction at University of Mumbai, Fr.CRCE
- Passed with Distinction, Grade 4 (Theory and Practical) Grand Piano exams at Trinity College, London
- Maharashtra State Rank 18 in Computer Olympiad, 2002
- Editor of magazines and newsletters at Infosys, and at college and school
- School Vice-Captain (2000-01) at Rajhans Vidyalaya, Mumbai, India
- Chief Student Editor (2000-01) of magazine 'Sugandh' and Asst. Student Editor (1999-00) of newsletter 'Rajhans Vision' at Rajhans Vidyalaya, Mumbai, India
- Passed Std. 12 (CBSE) in 2004 with 86% and Std. 10 (CBSE) in 2022 with 91%