Dhanya CM

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Technical Product Manager with overall 20+ years of experience. Worked as Technical Architect before transitioning to a product manager.

Skills

- Big Data Architecture and Data Analytics
- C++, Core Java, OOAD, Micro services
- Usability Evaluation
- Agile Software Development

Experience

Jul 2022 – Present

Product Manager / *Gadgeon Smart Systems, Kochi, India*

- Led the development for a new B2B SaaS product to modernize and automate all the HR operations within our organization which is universal enough to be used by any organization which enables our organization a cost saving of 4 million YoY and generates additional revenue.
- Conducted intensive market research to launch the product from scratch.
- Worked with product leads to execute product roadmap and contribute to long term product strategies.
- Managed cross-functional team and stakeholder communication and oversaw product development from inception to implementation.
- Studied market trends and user feedback and extrapolated data to understand customer needs and presented key insights to management and stakeholders.

Jul 2015 – March 2020

Product Owner - Ericsson / *Wipro Technologies, Bangalore, India*

- **Facilitated 5G trials** in CMCC by identifying gaps in the existing products across different product lines and providing quick, practical solutions out of regular development cycle to meet the tight deadlines.
- Owned and maintained the product backlog and communicated product strategy, status, vision, and timelines to all stake holders in different forums.
- Led six cross-functional product teams for the development of VNF-LCM (part of Ericsson NFV offerings)
- Collaborated with Product Architects to rearchitect the VM based application to micro services.
- Rolled out agile development practices to improve productivity and product quality by implementing story point estimation, design workshops, table reviews and stakeholder demos.

Feb 2013 - Jun 2015

Chief Operating Officer / *Elsy's Intelligent Devices Pvt Ltd, Trivandrum, India*

- **Managed and organized product launch of first version of Raksha** in March 2014
- Handled communications with Media and public relations, news coverage about the products.
- Successfully pitched to investors in IAN (Indian angel network), NEN (National Entrepreneurship Network) and NASSCOM 10000 Start-ups and got selected for mentoring
- Led the discussions and workshops to be part of Intelligent Sub-Systems for Safety and Integrity in Truck and Passenger-Car Fleets (IS-SI-TPCF) coalition.

Dec 2011 - Dec 2012

Head of Design and Technology / *New Rubric Solutions, Bangalore, India*

- **Built the first release of Kaleido** with a team of four from understanding needs, conceptualization, design, and development of technology solutions for the product.
- Conducted client demos and trials in three international schools in Bangalore and Hosur

Apr 2007 - Apr 2011

Specialist / *Nokia Siemens Networks Pvt Ltd, Bangalore, India (Merger)*

- Led the team in the architecture and design decisions of the new features.
- Supported Product Management Team in the Feature screening decisions and led the Requirement Analysis and Product Backlog refining for the future sprints.
- As a member of **UI and Usability coach** team (3 members), performed heuristic evaluation of all components and features and judge its compliance with recognized usability principles.
- Led the **Agile transformation** for Traffica (NSN Agile Pilot Project) in a multi-site setup for a team size of 75. Helped achieve 50% reduction in project release cycles in the first 12 months.
- As a member of **NSN Agile Coach** network, helped Agile transition across product lines by imparting trainings and observing the way of working and giving suggestions for improvements.
- Played an active role in recruitment, setting up a fresh team of around 120 members for the Service Management domain.

Mar 2000 - Mar 2007

Software Engineer-Technical Lead / *Siemens Public Communications Networks Ltd, Bangalore, India*

- Actively involved in the pre-analysis, analysis and work split discussions with NEC for the ngRNC Mobisphere project (A joint venture of Siemens and NEC)
- Led a team of five to develop the call trace module and reviewed the development stages of other modules in the ONM part of the 3G product portfolio
- As part of six-member core team, recruited and trained members for the ngRNC project
- **Ideated and developed a knowledgebase wiki for ngRNC** to induct new engineers to the project. Launched weekly internal tech-talks program to evangelize new technologies for the team of 150 members
- Designed and implemented the High Availability server installation module
- Performed upgrade of TMN system at Deutsche Telekom AG

Awards and Appreciations

- Awarded "**Best Architect"** in Ericsson ODC for solving a performance bottleneck that crashed the legacy application in 5G high spike loads (2016)
- "**Veteran Award**" for the outstanding contributions to the '*Traffica'* team in 4 years for recruiting, mentoring and agile transformation after the merger (2011)
- "**Spot Award**" for serving the role as a scrum-master and for helping the team members in technical issues and development activities

  "**Appreciation Award**" for piloting the Scrum-based Agile development model in Traffic Views (2007). "**Thank You**" award for delivering the first feature on time despite changing requirements and tight program deadlines (2008)
- Voted as "**Best Personality**" in a poll conducted in the ngRNC business unit (2007)
- "**Director's Award**" for my contribution to RNCi Business and Growth team of the year for establishing the ngRNC team of 150 members (2005)
- "**Directors Award**" for the best quality product for SCR11 where I redesigned and implemented the High Availability server installation module (2004)

Education

Academics

- MBA Business Analytics (Year 2022-24, BITS Pilani - Pursuing)
- Business Analytics: From Data to Insights (Year 2019, The Wharton School)
- Bachelor of Technology (Electronics and Communication Engineering) (Year 1999, Govt. Engineering College, Thrissur (Calicut University))

Professional Trainings

- Certified Scrum Master (Year 2008-2011, Scrum Alliance)
- Telecom Solution Architect (Year 2008, LOGTEL)
- GNIIT (Year 2000, NIIT Bangalore)

Activities

- Established a Travel group of likeminded individuals and organized different tours across India and abroad.
- Started a photography club in Siemens and conducted photo walks, talks and competitions.
- As a member of cultural committee in Siemens, conceived and conducted various events in arts and crafts.
- Part of 'Chrysallis Performance Arts Centre for the Challenged' that works with special needs children and over the years have worked with over 1 lakh children with and without challenges integrating them in various programs and on stage.
- **Personal Website:** https://dhanyacm.com/   **GitHub**: https://github.com/dhanyacm/