

SONIKA KUKREJA

Product Owner ~ Scrum Master ~ Project Manager

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SUMMARY

Result driven and solution focused professional with over 12 years of experience in software development & Implementation.

Demonstrated success leading cross-team efforts ensuring leadership and stakeholder alignment across multiple business units, engineering teams & vendors.

Devises and implements program visions by initiating successful processes to deliver products within timeline and budget.

CERTIFICATIONS

- CSPO Certified Scrum Product Owner
- PSM Professional Scrum Master
- CSP Certified Scrum Practitioner
- SAFe Certified Consultant

AWARDS & RECOGNITION

- Team of the Quarter Q4 - 2015
 - Led and successfully deployed a Mainframe hosting project impacting critical functionality that was required by end of year
- Star Product Owner aa.com - Led requirement prioritization to achieve an early ROI on features
- Honored by JC Penney Media Services with an Excellence Award in UAT defect management 2010
- Honored by JC Penney Media Services with an Excellence Award in 2009
- Honored by JC Penney Media

CAREER HIGHLIGHTS

- Managed multi-million dollar product development roadmap from inception to implementation. Actively supervising agile teams activities as well as reporting to upper management.
- Proven decision making ability by assessing issues and then determining viable options. Making clear decisions and recommendations to stakeholders and technical team within the program team
- An energetic team leader, able to communicate effectively with team members from across, to work collaboratively to solve problems, and to motivate team members to achieve personal and organizational objectives
- Experience leading a multi-year, multi-phase workforce management product line initiative replacing manual planning, scheduling and administration of 30,000 employees across major airline's domestic stations
- Successfully reorganizing project epics which led to an earlier ROI of \$1,000,000 annually and resulted in generating enough revenue to cover the remaining cost of the project for american airlines
- Responsible for delivery of internationally distributed teams with multiple product owners, scrum masters, developers and testers.
- Led agile program backlog for the implementation of \$16M project to replace 30-year-old legacy system. Application suite manages \$600M+ worth of preprints, run of press, and visual properties

KEY SKILLS

- *Agile Program development Methodology* - Have a background in effective Agile coaching and transformation. Experienced in leading and building cohesive cross functional teams
- *Program Vision, Product Roadmap & Strategy* - Expertise in creating product vision and product roadmaps. Transforming roadmaps into product backlog and user stories for the delivery team to work on in releases based on business value and priority
- *Process Improvements* - Devised and implemented processes, procedures and internal change control to strengthen delivery model, increase productivity and enhance customer satisfaction

Areas of Expertise

- | | | |
|----------------------------|----------------------|-------------------------|
| ~ Product Requirements | ~ Project Management | ~ Process Improvement |
| ~ Team Leadership | ~ Vendor Management | ~ Agile & SAFe |
| ~ Product Vision & Roadmap | ~ User Experience | ~ Relationship Building |

PROFESSIONAL EXPERIENCE

Sep 2013 - Present

Product Release Manager (Scrum-Of-Scrum)
Southwest Airlines, Dallas Texas

- As Product release manager for the WiN - Workforce innovation, a PRO program with 27M budget initiative at Southwest Airlines successfully delivered by staying involved and mentoring the team from inception to implementation
- Conduct and facilitate release planning sessions across teams to identify dependencies early on - managed, tracked and delivered dependencies on schedule
- Successfully coached and formed high-performing agile teams across

Services with an Excellence in Teamwork Award in Q2 2008

- Honored by JC Penney Media Services with an Achievement Award in Q2 2008

the program delivery team by developing sprint cadence and advocate the process and protocols

- Work in close collaboration with the multiple scrum teams consisting of engineers, testers, architects, product owners, scrum masters and technical leads on day to day basis. Monitor their understanding and fulfillment of the requirements across the product line
- Effectively manage change requests to the original scope, track changes.
- Maintain close relation with the stakeholders, discussing and creating the business value of the product, defining and prioritizing the epics and the task in accordance to the product roadmap
- Identify program risks, issues and action items across multiple teams engaged in a program delivery model

May 2012 - Sep 2013

Product Owner/Agile Coach
GameStop, Dallas Texas

- Responsible for creating agile sprint plans, track budget, resources and schedule for the point of sale and billing system for POS Re-Tech program.
- Responsible for leading backlog on redesigning the point of sale application for GameStop domestic stores. The new POS system supports the sales, trade, reservations and return transactions in over 6000 GameStop store
- Worked with the stake holders, development and testing teams to size the releases and user stories. Create and socialize timelines and schedules - responsible for gaining alignment across the teams.
- Worked with internal team size of 25 plus developers and testers. Interact heavily on with the external teams to ensure timely delivery of components required for features in the future release

Aug 2010 - May 2012

Product Owner
American Airlines

- Responsible for planning billing and fee module enhancements for aa.com, gather and present requirements based on airline rules and legislations to the business and key stakeholders
- Successfully implemented the changes in time and under budget. Track, report progress and escalate issues to appropriate authorities
- Analyze business needs and current application architecture to properly interpret and translate into application and [operational requirements](#) and development plan
- Analyzing data, create documents, user input surveys and workflow to determine which course of action will correct the business problem
- Release planning and creating users stories in Rally for current release in co-ordination with the cross program product owners
- Work with the team to create, estimate the size and number of task hours needed for user stories

Dec 2007 - Aug 2010

Lead Business Analyst/Scrum Master
JCPenney, Dallas Texas

- Create and maintain project plans, schedule and timeline. Communicate with stake holders, training and technical team to gain alignment on planned delivery of the program
- Led JAD sessions for requirement gathering and reviewed detailed FSDs and created agile transformation guidelines and plans for the program teams
- Created and designed various documents such as – Plans, timelines, Training timelines, Roll out schedules, UAT Entry and Exit Criteria, Test

Closure, UAT Test Plans consisting of over 800 scenarios

- Reported Requirement gathering, testing and defect status to the management and stakeholders on a weekly basis using MS Project and Quality Center

Dec 2004 -
Dec 2007

QA Lead
Hotels.com, Dallas Texas

- Responsible for building and testing web services used for content management on hotels.com. Content management program was designed to provide a strategic and structural foundation for acquiring content
- Track and report test status to business, stakeholders and the delivery team based on timelines and project plans

Jan 2003 -
Nov 2005

QA Lead (Automation)
Neiman Marcus, Dallas Texas

- Created automated test framework and scripts for registering users online, checking out using registered and unregistered users, create wish list for users, purchasing items from the wish list using Quick Test Professional
- Managed automation team, plan and deliverables for testing of neimanmarcus.com

Dec 2002 -
Jan 2003

Automation Lead
Interstate Batteries

- Created automation framework and scripts for Item Creation, Customer Creation, Purchase Order and Sales Order Modules using Quick Test Professional for interstate batteries online ordering, marketing and distribution of orders

EDUCATION

Mar 2000 -
Oct 2002

Masters in Computer Management
Nagpur University