

ANUJA PANDEY

646.705.5858 | anujap@umich.edu | Pittsburgh, PA 15108 | [LinkedIn Profile](#) | Open to Relocation

Drives product value executing product portfolio & roadmap; plays at the intersection of tech, business and customer.

E2E Product Management | CSAT, KPIs & OKR reporting | Persona Assessment | Product Growth Strategy | Product Innovation

- **Product Strategy Development:** Defined value propositions for targeted audiences in Finance, Lead-to-Quote, Power & Utility, Digital Assistance, and Supply Chain. Enhanced product lifecycle KPIs, OKRs, and CSAT scores.
- **Persona-Centric Approach:** Adjusted growth goals through end-user interviews, CSAT analysis, and market research to meet evolving market needs and prioritize the backlog for future objectives.
- **Feature Delivery:** Designed and aligned product capabilities with business goals. Authored user stories (UI/UX, API), BRDs, PRDs, and Epics to manage and prioritize backlogs effectively.
- **Key Skills:** Expertise in strategic roadmaps, market analysis, stakeholder management, capability mapping, risk management, and user-centric feature development.

PROFESSIONAL EXPERIENCE

Product Manager Technology Consultant, EY Technology Solutions 07/2023 – 09/2024

Engagement Management: Delivered high-margin engagements by managing end-to-end Opportunity-to-Quote processes, including pricing plans, risk screening, and drafting Statements of Work.

Team Leadership: Led a cross-functional team of BSAs, Data Analysts, and Process Analysts, collaborating with Solution Architects to meet technology requirements before engineering handoff.

Client Work Highlights:

- **Adobe (Finance):** Directed a Digital Transformation Stabilization program, ensuring seamless execution and aligning workstream priorities.
- **SoCo GAS (Power & Utilities):** Conducted a current-state assessment, created a strategic roadmap, developed a product blueprint, and identified competitive capabilities to improve CSAT.

Collaboration: Worked with PMO and senior leaders across Sales, Marketing, GTM, and Provisioning to maintain strategic alignment and progress visibility.

Technical Expertise: Acquired deep understanding of Lead-to-Quote processes and systems (CRM, CPQ, CLM, SAP, and provisioning platforms).

RFI Development: Led RFI sessions, crafted scoring templates, and shortlisted SaaS vendors for a customer portal.

Sr. Product Owner Technology Consultant, EY Technology Solutions 02/2022 – 06/2023

Product Consulting Leadership: Managed end-to-end product consulting engagements in IT Finance and Supplier Onboarding, focusing on strategy roadmaps, business requirements, and release plans.

Innovation: Delivered a Proof of Concept using Decentralized ID on blockchain, reducing supplier onboarding time from two months to minutes.

Agile Delivery: Facilitated Scrum ceremonies, managed agile teams, and coordinated design sessions for API alignment and verification with engineering and ISV vendors.

Major Project Leadership:

- Led feature delivery for a \$7.5M royalties project, managing a \$1.5M annual budget over five years.
- Enhanced vendor contract management capabilities, improving UI and schema mapping with two agile teams.
- Shifted focus from full-stack engineering to data ingestion by revising timelines, budgets, and scope, enabling successful feature rollouts.

Mentorship & Team Development: Trained and mentored product owners under EY's mentorship program, conducted onboarding sessions, and developed high-performing product leaders.

Connected Services Feature/ Product Owner, Virtual Assistance, Stellantis | BarTech 06/2021 – 02/2022

Connected Vehicle Experience: Enhanced virtual assistance driver experience through Home-to-Car and In-Car feature upgrades. Conducted executive review boards, prioritized features with global stakeholders, and collaborated with suppliers (Harman, SXM, Cisco, AT&T) to align expectations and pipeline work.

Collaboration & Workshops: Partnered with GTM marketing for customer-centric content and co-organized a Stellantis-Amazon workshop to refine feature visions across user interaction channels.

Agile Leadership: Led retrospectives, created roadmaps to meet global release timelines, addressed process gaps, and refined customer-facing backlogs for seamless product evolution and enhanced customer experiences.

Global Coordination: Secured BRD approvals from LATAM, APAC, and EMEA teams, ensuring compliance with country regulations.

Technical Expertise: Worked with solution architects on FOTA/AOTA release cadence, contributed to in-vehicle modem and bandwidth discussions, and collaborated with the HMI team on head unit updates.

Sr. Product Owner, FreightVerify Inc. | Iconma LLC 12/2020 – 06/2021

Promoted from: Product Owner 12/2019 – 12/2020

Product Development: Led optimization of a cross-functional supply chain visibility platform, delivering key features such as shipment notifications, chats, and asset tracking for clients like Ford, GM, Penske, Ryder, and global carriers via Telematics data.

Team Management & Efficiency: Managed three agile teams through SDLC, reducing sprint planning time by ~30% with standardized templates and accelerating solution delivery through improved information sharing.

Feature Enhancements: Delivered a Report Builder feature to enhance reporting experience, redesigned the homepage, implemented geolocation and VIN tracking on maps, and introduced AI ETA capabilities.

Adaptability: Reprioritized product evolution to meet shifting stakeholder needs during the global pandemic.

Collaboration & Quality Assurance: Facilitated offshore QA onboarding to improve code quality and expand testing. Acted as a liaison among business, IT, and QA teams for faster defect resolution.

Documentation & Support: Maintained comprehensive documentation, including user guides, release notes, and release communications, and provided post-release training and support.

Product Analyst/Project Management Consultant, PCUBED | Client: Ford Motors 08/2018 – 12/2019

KPI Reporting Automation: Developed a centralized, multi-layered, and multi-tenant business intelligence tool for a leading automaker, integrating engineering quality issue data to streamline company-wide product development tracking.

Efficiency Gains: Achieved an 88% reduction in reporting time by creating a centralized digital reporting system. Improved a program planning tool's efficiency by 60% through enhanced code modularity and VBA Macro script maintenance.

Risk Mitigation: Reduced project failure risks by redefining scope, creating a roadmap, and prioritizing task allocation via a managed backlog. Executed ETL processes to centralize data from multiple platforms.

Agile Methodologies: Leveraged agile project management to expedite team deliverables and enhance collaboration.

EDUCATION & PROFESSIONAL DEVELOPMENT

Master of Science in Information Systems and Technology (MSIST), The University of Michigan | GPA: 3.5 2018

Certified SAFe 5 Product Owner/Product Manager (POPM), Scaled Agile 2021 | Valid Until: 08/2025

Certified SAFe 4 Agilist, Scaled Agile 2019 | Valid Until: 04/2025

Certified D365 CRM Fundamentals, Microsoft

FEMA & National Disaster and Emergency Management University - IS-700.b, IS-100.c Certified.

PA-PSFA Hazardous Materials Awareness Certified.

Technical Skills: ADO, Aha!, Jira, Confluence, Qlikview, Power BI, Alteryx, Tableau, UI/UX Prototype Development (Adobe XD, Figma), SQL, SharePoint, MS Office Suite & MS Project, Data ETL process and execution.

Anuja Pandey | Resume Page 02 | 646.705.5858 | anujap@umich.edu