

Rama GOPAL *Product Owner*

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Summary

Experienced IT Product Owner with over 5 years of expertise in managing IT service management (ITSM) solutions and leading digital transformation projects. Proven ability to drive product evolution, enhance process optimization, and ensure data quality. Adept at collaborating with cross-functional teams and delivering high-quality products using Agile methodologies. Fluent in English and French, with a strong background and expertise in using ServiceNow to support, simplify, and improve IT operations.

Experience

Product Owner-ServiceNow | Change and Release Management, Brink's 2023/06 – present | Paris, France

- Collaborating with Business stakeholders (Legal, Finance, Procurement, and IT) to transform their needs into product requirements (user stories).
- Consolidating Product requirements from different group entities; partnering with Business stakeholders to define the vision and processes, and integrating them into the ServiceNow product roadmap.
- Reporting and maintaining a roadmap of multiple products relevant to the evolution of requirements.
- Collaborating with key stakeholders to define priorities, manage backlogs, and deliver enhancements that improved platform functionality and efficiency.
- Maintaining the Product backlog and follow up close with development through various Agile sprint ceremonies.
- Oversee all stages of product development from conception to delivery, ensuring the overall quality of the product developed.
- Designing and automating end-to-end workflows for simplifying complex data, IT SOX audit, and release automation.

Product Owner - Immersive Application, LS GROUP (ex Light And Shadows) 2022/02 – 2023/05 | Paris, France

- Delivered high-profile VR/AR projects through Scrum, overseeing stakeholder alignment, backlog management, and user story definition.
- Defined and implemented Agile workflows for product development, improving team collaboration and delivery timelines.
- Managed global product rollouts, including the Airbus ACJ 220 VR configurator, ensuring data consistency and seamless user experience across platforms.
- Partnered with clients and internal teams to align technical deliverables with business goals, enhancing product value.

***Achievements:** Delivered award-winning Products to Airbus (ACJ two-twenty configurator), Redbull (AR application), EU Sant Gobain (VR Application), etc.

ITSM Project Management Trainee, Danone Headquarters 2020/10 – 2021/08 | Paris, France

- Documented ITSM processes and trained teams, ensuring knowledge transfer and operational consistency.
- Led agile projects, including integrating Dynatrace with ServiceNow for predictive outage management
- Developed ServiceNow-based workflows, standardizing operational tasks and improving SLA adherence.
- Implemented Agile methodologies within the ITSM team, fostering a culture of collaboration and continuous improvement.

Education

Masters in International Global Communication, ISCOM 2020/10 – 2021/08 | Paris, France

Masters in International Business, IESEG School of Management 2019/01 – 2020/08 | Lille, France

Bachelors in Media technology, Karunya University 2015/06 – 2018/07 | Coimbatore, India

Languages

Français – B2 • Anglais – C2

Skills

ServiceNow • IT Service Management (ITSM) • Agile Methodologies • Change Management • Effective Communication • Product Vision and Roadmap Development • Data Quality Management • Process Optimization • Python • UI/UX design • Problem-solving • Prioritization and Time Management