LEWELLYN ALBERT

PRODUCT MANAGER I PRODUCT OWNER I AI-ENABLED PRODUCT STRATEGY

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PROFILE SUMMARY

- **Product Manager and Certified Scrum Product Owner (CSPO)** with 15+ years of experience turning complex business needs into scalable software products across supply chain, manufacturing, logistics, BFSI, and risk and compliance, aligning product vision and roadmap with stakeholder expectations and business outcomes.
- **End-to-end product lifecycle ownership:** product discovery, requirements, roadmap planning, backlog prioritization, release management, and user adoption, working with 8–15-member cross-functional Agile teams across distributed US client engagements.
- **Proven business impact:** 45% increase in user adoption, 40% increase in customer satisfaction, 25% faster turnaround, 30% faster time-to-market, 95% sprint predictability, and a risk and compliance product that generated A$100K+ in revenue.
- **AI-enabled product innovation:** prototypes AI-powered applications and workflow automations using Lovable and n8n, and defines AI features such as natural-language query interfaces.
- **Stakeholder and CXO management** with strong command of PRDs, BRDs, FSDs, user stories, UX/UI design, UAT/SIT, and requirements traceability, targeting strategic, AI-enabled product management roles.

CORE COMPETENCIES

- **Product Strategy:** Product Vision, Product Roadmap, Product Lifecycle Management, Go-to-Market Support, Product Adoption, Value Realization
- **Product Discovery and Delivery:** Requirements Elicitation, PRD / BRD / FSD / SRS Documentation, User Stories, Acceptance Criteria, Backlog Prioritization and Grooming, MVP Delivery
- **Agile Practices:** Scrum, Sprint Planning, Release Planning, Cross-Functional Collaboration, Product Owner and Scrum Master Experience
- **User Experience:** UI/UX Strategy, User-Centered Design, Wireframing and Prototyping, Customer Experience
- **Stakeholder and Risk Management:** Stakeholder and CXO Management, Gap Analysis, SOW, Risk Identification and Mitigation
- **Quality and Process:** UAT, SIT, Functional and System Testing, Business Process Optimization, Digital Transformation
- **AI-Enabled Innovation:** AI-Assisted Prototyping, Workflow Automation, AI Product Features

TECHNICAL SKILLS

- **Product and Agile Tools:** Jira, Azure DevOps, Confluence
- **Design and Prototyping:** Figma, Adobe XD, Balsamiq, Draw.io, Lucidchart
- **Data and Automation:** SQL, Excel Macros, n8n, Lovable

WORK EXPERIENCE

Programmers.ai, Remote, India

Product Manager / Product Owner (UI/UX) *2023 – Present*

- Own product vision, roadmap, and release strategy with product leadership, translating customer insights into prioritized features and continuous product improvements.
- Increased user adoption by 45% and customer satisfaction by 40% through targeted onboarding, user training, and user-centered design.
- Reduced process turnaround time by 25% through workflow optimization and iterative prototyping, improving delivery efficiency.
- Defined and managed the product roadmap for a portfolio serving 2,000+ users, delivering strategic releases with 95% sprint predictability.
- Authored PRDs, functional specifications, API documentation, and third-party integration workflows, reducing developer onboarding time by 30% and support tickets by 20%.
- Prioritized and groomed a backlog of 200+ user stories using stakeholder input and value-based prioritization, accelerating time-to-market by 30%.
- Partnered cross-functionally with Engineering, Design, and QA to mitigate risks, remove release blockers, and ship accessible, responsive interfaces (Figma, Adobe XD, React.js, Node.js, DB2, AS/400).

Anitech Pvt. Ltd., Remote, India

Product Manager (Senior Business Analyst) *2022 – 2023*

- Led a 15-member cross-functional Agile/Scrum team to launch a risk and compliance product that generated A$100K+ in revenue.
- Drove enterprise-wide Jira adoption, cutting ticket creation and management time by an average of 3 days.
- Delivered the MVP as product lead and Scrum Master, facilitating Agile ceremonies and reducing development cycle time by 35%.
- Conducted business process analysis and workflow optimization, achieving 25% faster operational turnaround.
- Partnered with Engineering, Design, and QA in Agile sprints to deliver 12+ production releases in 12 months.
- Validated product quality through functional, UAT, and SIT testing against acceptance criteria across React.js, Node.js, and PostgreSQL applications.

Encora Innovations Pvt. Labs Ltd., Chennai, India

Senior Business Analyst / Scrum Master *2017 – 2022*

- Accelerated team velocity by 60% within months by implementing Agile/Scrum frameworks and optimizing delivery processes.
- Automated test calculations using Excel macros and standardized templates, reducing turnaround time by 25%.
- Elevated stakeholder satisfaction by 15% through structured status reporting, performance metrics, and transparent progress updates.
- Enabled cross-functional product adoption by training development and stakeholder teams on .NET, SQL, MongoDB, Drools, and Java.

iInterchange Systems Pvt. Ltd., Chennai, India

Business Analyst *2016 – 2017*

- Directed requirements documentation across SRS, FSD, BRD, product backlogs, prototypes, user manuals, SOWs, and traceability matrices to strengthen scope control and delivery alignment.
- Mitigated project risks and delivery impediments, preventing delays by 25% while aligning team priorities with the Product Owner across .NET, SQL, EDI, and JavaScript environments.

PREVIOUS WORK EXPERIENCE

St. John Freight Systems, Singapore; Tuticorin and Mumbai, India
Business Development Manager (Sales) / Assistant Manager (Sales) *2011 – 2016*

KEY PROJECTS

- **Elim AG Church Platform (Client Project):** Designed and directed an integrated church ecosystem featuring a web CMS, member mobile app, and public website, unified by a shared data layer with role-based access for pastors, admins, zone leaders, and teachers. Built using AI-assisted coding tools.
- **School ERP Platform (Sample Project):** Designed a principal dashboard for attendance, fee management, leave approvals, and biometric integration, featuring an AI-powered query interface and multi-tenant SaaS billing and onboarding. Built using AI-assisted coding tools.
- **Hospital Management System (Sample Project):** Defined product specifications and system architecture for patient queues, health records, billing, pharmacy, laboratory, and telemedicine, incorporating HIPAA-aligned privacy and access controls. Built using AI-assisted coding tools.

EDUCATION AND CERTIFICATION

- **Scrum Alliance** – Online Certified Scrum Product Owner (CSPO), 2021
- **Anthropic** – AI Fluency: Framework and Foundations, Nov 2026
- **OpenAI Academy** – AI Foundations, Nov 2026 (valid until May 2027)
- **MBA in Sales and HR** – Karunya School of Management, Coimbatore, India, 2011
- **B.E. in Computer Science Engineering** – Karunya University, Coimbatore, India, 2009

LANGUAGES

English, Tamil, and Hindi