



G M SASTI GOWTHAM

Senior Digital Product Owner

Bangalore, IN

+91 8867357183

sastigm@gmail.com

Dynamic and results-oriented Product owner/Business analyst with 10+ years of experience driving the strategic development and execution of software products. Skilled in leading cross-functional teams to deliver innovative solutions that meet customer needs and business objectives. Proven track record of success in product strategy, roadmap planning, and go-to-market execution.

SKILLS

- Product Management
- Product RoadMap, Strategy
- Microsoft Office.
- Stakeholder Management
- Digital Transformation
- User Experience Design
- Figma
- (Agile/Scrum), Waterfall Methodologies
- Business Analysis
- Gap analysis
- JIRA & Confluence
- Requirement engineering and Elicitation techniques
- Requirement documentation

PROFESSIONAL EXPERIENCE

SAPIENS Technologies

Senior Digital Product Owner (R&D)

Bengaluru, IN

Dec 2023–Present

Leading the product management efforts for a cloud native low-code form builder product that allows users to digitize customer journeys and publish with shorter time to market. I have driven the successful development and implementation of solutions that empower insurance companies to enhance customer experience, streamline operations, and drive business growth.

- Executed multiple **Product Initiatives**, Product functional and non-functional enhancements for different customers across globe.
- Led the **successful launch of 4 major product enhancements**, resulting in a 20% increase in user engagement and a 15% improvement in customer satisfaction scores within the first year
- Drilled down many Product Initiatives from Epics to User stories including the UX/UI Design to technical teams with all acceptance criteria.
- Collaborated with engineering and design teams to **reduce the average time for Underwriting workbench by 30%**, enhancing user productivity and accelerating time to market for new product ideas
- Implemented a data-driven claim irregularity score approach for product decision-making, **resulting in a 15% decrease in feature development cycle time and a 20% increase in feature adoption rates** among enterprise customers
- Established and maintained relationships with key stakeholders, Integrated SAPIENS digital suite with internal core systems **leading to a 25% increase in upsell opportunities** through cross-selling Sapiens Digital Products
- Supported all sales team members to drive growth and development.
- Translated business goals, feature concepts and customer needs into prioritized product requirements and use cases.
- Successfully launched digital suite with Multilingual functionality to ensure the platform supports multiple languages across globe.

SAPIENS Technologies

Senior Business Analyst (**Projects:** ITGI, Crosig, BKI)

Bengaluru, IN

Jan 2020–Nov 2023

Managed End to End requirement gathering, Documentation, Elicitations techniques with stakeholders to capture the business requirements and translated the same into technical specifications.

- **Leveraged technical expertise and business acumen to collaborate with engineering teams and deliver the Product requirements based on the customer needs.**
- Successfully handled and managed the currency Migration for CROSIG Insurance player (Croatia) from Kuna to Euro to ensure the Monetary policies requirements are catered.

- Captured more than 28 business document requirements to ensure the triggers are configured as per the business flow.
- Managed Requirement traceability matrix for BKI (Bangkok Insurance) project to ensure all the high-level requirements are captured across the modules along with Appropriate estimations and complexity.
- Played key role in the Scrum team to ensure all the test cases are reviewed to ensure the DODs are covered with all scenarios and demonstrated the same on the customer workshops.
- Successfully managed end to end policy and product requirements for Indian Insurance player (ITGI) for Two-wheeler, Private car, Business Interruption, Fire products.

SAPIENS Technologies

Johannesburg, South Africa

Product Owner (**Projects:** SA-Taxi)

July 2018–Dec 2019

- Leveraged the Product knowledge to deliver the expected features and functional enhancements for South African Taxi insurance player.
- Successfully managed solution design for more than 7 functional enhancements including underwriting, Policy, Pricing logics, Rule engines with additional mathematical operators, etc.
- Responsible for end-to-end product walkthrough and user training for SAT Stakeholders.
- Continuously worked with Scrum team throughout the sprints for Backlog refinement and product vision to ensure all the items are priorities and delivered in incremental approach based on the business values and stakeholder needs.
- Closely worked with Scrum master to ensure all the Epics and user stories are chunked, estimated appropriately with fair understanding of business needs, use case analysis, complexities, and dependencies.

SAPIENS Technologies

Mumbai, IN

Business Analyst (**Project:** DHFL)

March 2017–June 2018

Led the business analysis for a digital transformation initiative focused on enhancing customer experience with DHFL General Insurance player.

- Worked closely with Lead BA and Presales team at DHFL Mumbai (Onsite) for Initial Blueprint and Product walkthrough sessions.
- Captured Product and Policy requirements for Motor (Two-wheeler, Private car), GCI, GHI Products with various cover plans and Pricing logics.
- Managed End to end stakeholder managements for claims, workflow and documents modules for seamless document delivery process to ensure the functionalities are migrated from legacy without any gaps.
- Collaborated with cross-functional teams, including developers, designers, and QA, to define product requirements and ensure timely delivery.
- Worked closely with IT teams to ensure the seamless integration of digital solutions and platforms, optimizing business processes, and reducing operational costs

6D Technologies

Bangalore, IN

Lead Implementation Engineer (**Projects:** NMS, Mkupp)

August 2014-March 2017

- Managed End to End Product life cycle with Configuration management, App Parameters, system integration testing.
 - Collaborated with all the stakeholders for requirement gathering and document analysis.
 - Closely worked with Reporting and Presales team to Implement the real time reporting, analytical dashboards, score cards etc.
 - Involved in all the web server configurations (Jboss, Tomcat) including the log analysis for development assistance.
 - Configured end to end Business Process modelling as per the customer needs to ensure the whole product life cycle works as per the expectations.
 - Implemented many business Rules with attributes to ensure the rule engine runs as per the schedule to reduce the manual operation efforts by 60%.
 - Management more than 7 change request to ensure the product life cycle adapted as per the regulatory changes and implemented the new changes for 4 new product deployment at different African (Senegal, DRC, Ghana) regions.
-

Madurai Kamaraj University
MBA – International Business Management (Distance Education)

Madurai, IN
2020

K L N College of Engineering
B.E – Electronics and Communication Engineering

Madurai, IN
2014

Sri Prasanna Venkateshwara Matriculation Higher Secondary School

Madurai, IN
2010

CERTIFICATIONS

- Certified Scrum Product Owner (CSPO)
- Licentiate certified from Insurance Institute of India