

CONTACT

Email: riyakaran.rk@gmail.com
Contact: 9531503964
Location: Bangalore, India

[LinkedIn](#)
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SKILLS

- **AI-Augmented Product Development:** LLM sub-agents, AI prototyping, prompt engineering
- **Product Strategy & Roadmapping:** Backlog prioritization, PI planning, OKR alignment
- **Stakeholder & Client Management:** enterprise client discovery, cross-functional alignment
- **Agile Delivery:** Scrum, SAgile, Quarter and sprint planning, capacity planning, backlog creation and grooming.
- **Data & Analytics:** SQL, Power BI, Mixpanel, KPI tracking, funnel analysis
- **API & Platform Integration:** REST APIs, microservices, Postman
- **UX & Prototyping:** Figma, B2B UX
- **Tools:** JIRA, Confluence, Azure DevOps
- **Domain:** B2B Professional Services, Tax & Compliance, Mobility

EDUCATION

07/2020
Bachelor Of Technology: Computer Science
Government College Of Engineering And Ceramic Tech, Kolkata
DGPA : 8.9

CERTIFICATIONS

- **Certified Scrum Product Owner** by Scrum Alliance
- **Microsoft Certified Azure Fundamentals**

Riya Karan

Technical Product Owner / Scrum Master

SUMMARY

CSPO-certified Technical Product Owner with 5+ years experience across B2B enterprise and BFSI platforms, driving OKR-aligned roadmaps for B2B enterprise platforms. I translate analytics, KPIs, and client feedback into prioritized backlogs, owning epics, user stories, and acceptance criteria across the agile lifecycle. With a strong cross-functional partnership across TPMs, engineering, and business stakeholders, and a growing edge in AI-augmented product development.

EXPERIENCE

Senior Associate Consultant, Infosys *Oct 2024 – Present*
Product Owner & Scrum Master | Questionnaire Module, EY Mobility Platform

- Own the Questionnaire module as Product Owner and Scrum Master, the platform's most critical capability across 9 mobility service lines.
- Roadmapped multi-phased delivery of application-wide language translation to meet EYMP client’s regulatory requirements to deliver services in local lang crucial to continue operations across regions and gaining customer trust.
- Own the translation delivery for the Questionnaire module, from LLM integration through bulk review by admins to end-user roll experience.
- Cut response time 83% (30s -> 5s) on the module's North Star metric through an ADR-backed architecture redesign.
- Lifted customer satisfaction 70% by redesigning the Questionnaire UI into a cleaner tabular layout working alongside UX designers.
- Mapped cross-team dependencies across the translation epic and built the tracker the RTE and delivery teams to run against.
- Turned customer feedback into solutions with architects, engineering managers, and UX designers in feature elaboration sessions with key attention to detail in the planning phase ensuring a bug density of .05 on an average for the team.
- Prioritized the backlog using WSJF alongside business managers, EY partners, and admin users ensuring value business features being released boosting platform adoption.
- Delivered 20% above planned quarterly capacity by restructuring sprint planning around AI adoption.
- Built Copilot agents on Azure DevOps via MCP that auto-generate acceptance docs and engineering quality reports, improving scrum master team’s efficiency by 50% and boosting org wide AI adoption.
- Developing an AI-powered BA orchestration agent as a centralized gateway to streamline feature refinement, requirements analysis, planning, and release documentation workflows.
- Planned quarterly capacity, backlog and managed a 12-member BE/FE/QA/DevOps team ensuring no client escalations on delivery.
- Reprioritized mid-PI against shifting business priorities without slipping release dates and managed stakeholder expectations across delivery lifecycle.
- Won the Alxellerate hackathon for a Copilot-generated roadmap and backlog for a revenue-projection tool.

Associate Consultant, Infosys *Jul 2023 – Sep 2024*
Business Analyst EYMP Platform | Global One Tax Migration phase

- Drove planning to execution for a time-critical RBAC security remediation for an InfoSec High finding on forced browsing working alongside EMs, architects, enabling the customer success team to renew contracts with 5 different clients.
- Owned the quarterly program increment planning through the Global One tax migration phase of tax capability workflows into EYMP, sequencing scope against team capacity

- Owned the product backlog documenting product requirements into features and creating user stories for major enhancements across document management, user management, general settings, export-import capabilities.
- Managed technical debt backlog collaborating with engineering managers. Major projects include reducing DTU consumption by converting Entity Framework queries to stored procedures across the application, ST to MT migration.

Senior System Engineer, Infosys *Jul 2022 – Jun 2023*

Business Analyst | C360 Customer Data Platform

- Gathered requirements and created business requirement documentations, planned backlog in JIRA for C360 platform's dashboard capability which provided a consolidated view of customer data across banking systems.
- Owned partner system integration requirements end to end.
- Facilitated scrum ceremonies on across the delivery cycle to ensure timely completion of planned items.

System Engineer, Infosys *Apr 2021 – Jun 2021*

Backend Developer | Payments, Client: American Express

- Extended payment eligibility service to support additional customer, account and payment validation rules, implementing logic based on business requirements
- Extended payment clearance service incorporating new validation rules and supporting integration with downstream services through RESTful APIs
- Remediated the Apache Log4j vulnerability across payments service and supported a DB2 upgrade
- Held downstream service reliability in production.

System Engineer Trainee, Infosys *Jan 2021 – Mar 2021*

Full-Stack Developer Trainee | Travel Planning Application

- Built REST APIs for booking, authentication, and trip management on React, Node.js, and MongoDB.
- Implemented CI/CD pipelines with Jenkins.

Personal interests

- Prototyping and creating agentic workflows with Claude Code to validate early-stage business concepts.