

Bismita Raj

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PROFESSIONAL SUMMARY

MBA-qualified Product Owner and strategy consultant with 5+ years delivering end-to-end product delivery, stakeholder alignment, and data-driven decision-making across global enterprise clients. Proven ability to translate product roadmaps into prioritised product backlogs, lead Agile ceremonies, write user stories with clear acceptance criteria, and drive cross-functional team alignment between business and technology stakeholders. Track record of measurable business value through performance management, continuous improvement, and AI-enabled capabilities at scale.

CORE SKILLS

Product Management: Product Vision & Strategy, Roadmap Planning & Prioritisation, Product Backlog Management, User Story Writing & Acceptance Criteria, Sprint Planning, Release Management, Go-to-Market Strategy

Product Delivery: Agile / Scrum, Agile Ceremonies, End-to-End Product Delivery, Vendor Management, PMO Governance, Cross-Functional Collaboration

Data & Analytics: Data-Driven Decision-Making, KPI Design & Performance Reporting, Business Case Development, Financial Modelling, User Research, Market Sizing

Stakeholder & Leadership: C-Suite Stakeholder Management, End-User Communication & Training, Change Management, Workshop Facilitation, Executive Presentation

Tools: Jira, Power BI, ServiceNow, Excel, MS Copilot, PowerPoint, Notion, Google Workspace

EXPERIENCE

OVO Energy

Strategy & Digital Transformation Consultant

United Kingdom

May 2025 - Jul 2025

- Led **product planning** and **end-user adoption strategy** for a digital transformation programme aligned to ESG priorities, increasing green technology adoption by 25% and delivering projected 30% ROI growth.
- Conducted **audience segmentation analysis** and user **research** across employee segments, synthesising insights into a unified **communications architecture** across marketing and CX functions.
- Designed and executed **end-user training** and engagement campaigns, driving **product adoption** and measurable behavioural change across internal stakeholder groups.

Ministry of Defence, Royal Navy

HR & Organisational Strategy Consultant

United Kingdom

Feb 2025 - Apr 2025

- Conducted 30+ **stakeholder interviews** across military and civilian personnel to diagnose communication, cultural, and leadership gaps using issue-tree methodology.
- Designed the “One Navy Mindset” **organisational transformation** framework, aligning 10,000+ personnel to a unified leadership culture and delivering **structured recommendations** to C-suite military stakeholders.
- Built **knowledge transfer** and onboarding playbooks to operationalise the framework, driving measurable improvements in **workforce integration**, operational continuity, and **change adoption**.

HCL Technologies - Client: PepsiCo (Fortune 500)

Senior Consultant

Bengaluru, India

Feb 2024 - Aug 2024

- Owned **performance management product** reporting integrated ServiceNow datasets with Power BI, improving **reporting accuracy** by 50% and reducing data errors by 25%, enabling data-driven executive decision-making.
- Delivered **KPI performance insights** to 150+ senior stakeholders by synthesising operational data across projects, translating complex analysis into clear **product recommendations** for C-suite audiences.
- Drove enterprise **capability-building** by designing and leading a 60-hour training programme for 100+ employees, identifying **strategic improvement opportunities** that increased product delivery efficiency by 60%.

Fidelis Technology Services - Client: NTT Data

Technology Transformation Consultant

Bengaluru, India

Sep 2022 - Feb 2024

- Delivered a **knowledge management transformation** designed **scalable product documentation systems** and authored 2,000+ knowledge assets, improving service delivery efficiency by 90% through structured process redesign.
- Led **business requirements workshops** with cross-functional stakeholders to define **product specifications**, **acceptance criteria**, and **backlog priorities** across 70+ operational playbooks.

Capgemini - Clients: RBC, Vanguard, Lincare

Senior Business & Technology Analyst

Kolkata, India

May 2019 - Aug 2022

- Led cross-functional delivery teams across three global enterprise clients, coordinating **business requirements gathering**, solution design, and stakeholder engagement to deliver large-scale technology initiatives.
- Accelerated **delivery timelines by 40%** through structured analysis of 1,000+ UAT records, identifying systemic inefficiencies and implementing targeted **process optimisation** across client programmes.
- Implemented **Agile and Waterfall product development** frameworks, improving programme **reporting visibility** by 65% and strengthening **PMO governance** and **release management** rigour.

EDUCATION

University of Glasgow

MBA - Strategy & Consulting

United Kingdom

Sep 2024 - Dec 2025

Chartered Management Institute (CMI)

Level 7 Certificate - Strategic Management & Leadership

United Kingdom

Jan 2026