DIPTI ARORA

PRODUCT MANAGER/OWNER

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PROFESSIONAL PROFILE

Versatile product manager with 7+ years of experience driving Agile development, backlog management, and cross-functional collaboration to deliver scalable digital solutions. Skilled in stakeholder communication, user story definition, and process optimization to enhance product performance. Led the migration of a key SaaS product and improved product adoption through feature enhancements. Managed development cycles and release planning for multiple platforms.

Experience
AI Trainer – Micro1
July 206 - Present

Outlier - March 2026 – June 2026

- Evaluated AI-generated responses for accuracy, factual consistency, reasoning quality, safety, and adherence to customer guidelines.
- Worked with multimodal tasks including text, reasoning, structured data, and image evaluation projects

KinderSystems May 2025 – Dec 2025
Product Analyst

- Coordinated UAT testing, defect validation, and release verification.
- Created user documentation and training materials for new features.
- Facilitated backlog grooming, sprint planning, defect triage, and stakeholder reviews.
- Partnered with engineering teams to support API and third-party integration requirements.
- Used SQL and reporting tools to validate data, investigate production issues, support UAT, and provide insights.
- Collaborated with stakeholders to analyze business workflows, identify process gaps, and recommend product improvements.
- Authored and refined epics, user stories, acceptance criteria, process flows, and release documentation.
- Led requirements gathering and product analysis for enhancements across KinderSystems' child care and subsidy management platform, partnering with program administrators, engineering, QA, and support teams.

Cayuse Jan 2022 – March 2024
Product Owner
Summary

- Facilitated Scrum ceremonies to enhance collaboration and ensure on-time product delivery, managing stakeholder expectations via Confluence.
- Led the seamless migration of the Conflict of Interests product to OI 2.0, reducing customer churn from 50% to 10%.
- Bridged communication across engineering, Agile, and QA teams, driving continuous improvement and recommending Activiti upgrades.
- Managed key product lifecycle aspects, including backlog management, feature prioritization, and documentation, leveraging Jira, Lucidcharts, and Confluence.
- Maintained transparent stakeholder communication with status reports and issue resolution updates.
- Created comprehensive product and technical documentation, including system flows and use cases.

Avenu Insights **April 2021 – Aug 2021**
Implementation Analyst
Summary

- Collaborated with engineering and QA teams in Scrum ceremonies to support implementation objectives in an Agile environment.
- Managed project documentation in Jira, including features, user stories, and bugs.
- Authored clear, user-facing documentation for the billing/collections module.

Harris Computer
Product Specialist (AA/Case Management) Dec 2019 - March 2021
Summary

- Enhanced the performance of Property Tax (AA and Case Management modules) by identifying and triaging defects, grooming user stories in Azure DevOps Server (TFS), and supporting QA testing.
- Stimulated product innovation by working collaboratively to identify product development and enhancement opportunities during brainstorming sessions, directly contributing to expanding product offering; provided detailed grooming insights to fill knowledge gaps and move AA legacy forward from a stagnant place.
- Assisted with timely problem-solving by triaging Severity 1 defects from legacy users (Tarrant, Charleston, etc.)

Thomson Reuters **July 2017 – Dec 2019**
Product Specialist / Business Analyst
Summary

- Led product development for Data File Integrator by managing feature prioritization, backlog refinement, and bug triaging in collaboration with product management, QA, and business analysts.
- Identified and implemented process improvements, enhancing efficiency through streamlined programming and bug management.
- Conducted feature and bug testing in the absence of QA teams.
- Maintained high-quality internal documentation in Confluence and ensured data accuracy by comparing ERP and report data.
- Managed the Developer Community, providing timely support, resolving issues, and producing quarterly reports for the Community Manager.
- Coordinated integration verification processes and contributed to multiple integration verifications.
- Developed standardized documentation for Developer Partner Program (DPP) procedures.
- Translated business requirements into user stories, collaborating with development, product, and UX teams, while leveraging Jira for documentation.
- Improved Data File Integrator (DFI) performance and usability through UI and backend testing.

NT T DATA, PLANO,TEXAS, MAY 2017
SYSTEM INTEGRATION ENGINEER SENIOR ANALYST

- Adapted to quickly changing priorities within a 24X7 on-call rotation environment while supporting the patient access application, including addressing L3 tickets in order of severity and replicating issues to develop solutions.
- Reported user-facing issues to the QA team to prevent repeat issues and improve application quality.
- Used .Net in C# for application troubleshooting, successfully delivering impactful solutions in a timely manner.

DELUXE CORPORATION, SHOREVIEW,MINNESOTA, SEPT 2014 TO OCT 2015

ENTERPRISE APPLICATION ENGINEER I

- Facilitated the successful execution of development projects, SSRS reporting, SSIS packages, and end-to-end software development lifecycles (SDLC) in collaboration with cross-functional teams.
- Strengthened knowledge of user acceptance testing (UAT), site acceptance testing (SAT), and production testing to support quality improvement, the resolution of defects with XSLs in ALM, and XSL, tag, and image editing.
- Streamlined documentation development and management processes through ongoing improvement.
- Performed data engineering and testing tasks, such as writing queries for data extraction from databases, developing a list of high-performing queries using SQL query plan, developing mockup screens via Balsamic and PowerPoint, performing unit testing and user acceptance testing, collecting user feedback, and creating test case, requirements, and design documents with internal business users.
- Led the XSL team in the absence of technical lead to prevent disruptions in ticket resolution processes.

PREVIOUS EXPERIENCE

BLUE SAGE, MINNESOTA, AUG 2014 TO SEPT 2014 | **SOFTWARE ENGINEER**
SOGE TI, EDEN PRARIE,MINNESOTA, JAN 2014 TO SEPT 2014 | **CONSULTANT – UCARE APPLYSMART TO CACTUS INTEGRATION PROJECT**
METROPOLITAN COUNCIL, ST PAUL,MINNESOTA, MAY 2013 TO DEC 2013 | **WEB APPLICATION DEVELOPMENT INTERN**
ST. CLOUD UNIVERSITY, ST. CLOUD, MN, MAR 2011 TO DEC 2012 | **COMPUTER SCIENCE TEACHING ASSISTANT**
NCR CORPORATION, GURGAON,INDIA, FEB 2007 TO MAR 2009 | **SOFTWARE ENGINEER**

EDUCATION

MASTER'S DEGREE IN COMPUTER SCIENCE
St. Cloud State University, St. Cloud, MN, USA

MASTER'S DEGREE IN COMPUTER APPLICATIONS
Amity University, Noida, India

BACHELOR'S DEGREE IN COMPUTER APPLICATIONS
APJ Institute of Information Technology, Greater Noida, India

ADDITIONAL INFORMATION

Languages: English, Hindi

Certifications: SAFe PO/PM Certification
(SAFe 5 Product Owner/Product Manager Certification 2023)

Technical Proficiencies: SQL, Microsoft Office Suite (Word, PowerPoint, Excel, Access), HTML, Visio, Microsoft SQL Server, Jira, Confluence, Lucid charts

Interests: Golfing, Dancing, Singing