



SONIA BARGLA, CSPO, CSM®

Business Analyst/ Product Manager | 13+ Years in Healthcare, Banking & Technology | Cross-Functional Leadership

Sonia.bargla@gmail.com • (571)-342-9796 • [linkedin.com/in/sonia-bargla](https://www.linkedin.com/in/sonia-bargla) • Dallas, Texas

SUMMARY

Accomplished Business Analyst and product leader with over 13 years of experience delivering customer-centric technology solutions across Biotech, healthcare, eCommerce, SaaS, and automotives. Proven expertise in eliciting, analyzing, and documenting user requirements, defining user stories, and managing product backlog, while driving product vision, shaping strategy, and executing roadmaps with global cross-functional teams to deliver solutions that meet B2B and B2C user needs. Proficient in driving measurable impact through data-driven decisions using SQL, KPI/OKR definition, go-to-market strategy, and end-to-end product lifecycle management. Expert in managing priorities and trade-offs using an MVP approach across multiple initiatives in fast-paced environments, with strong cross-functional collaboration across R&D, operations, and technical teams from concept to launch. Passionate about the transformative power of technology, with a strong focus on AI-driven innovation, and certified in AI, CSPO, and CSM.

Accomplishments:

- Led automated OCR and order creation project by leveraging AWS AI services, cutting turnaround time by over 30% and boosting customer satisfaction.
- Advanced precision medicine by launching liquid biopsy genomic testing in France by leading Agile backlog refinement and user story creation across multiple cross-functional teams, ensuring alignment with business priorities and delivering on sprint commitments.
- Launched F1T monitoring assay aimed towards scaling the market acceptance for personalized ctDNA monitoring.
- Revamped member website with multiple membership types, multi-payment support, and automated communications, doubling profit margins

TECHNICAL SKILLS

- **Leveraging Analytics and Data Tools** – Tableau, Google Analytics, SAS E-Miner and Excel to drive product insights.
- **Proficient in Product and Project Platforms** – Jira, Confluence, MS CoPilot, AI/LLM Tool, ChatGPT, Lucidchart, Visio, Smartsheet, SharePoint, Veeva, PowerPoint and MS Office Suite for end-to-end delivery.
- **Experienced in Programming and Databases** – C, C++, R, Pega PRPC, Java, JavaScript, Node JS, HTML, MySQL, SQL Server, Oracle, API integration, AWS S3, AWS DevOps, IAM, Kafka, Microservices, Lambda, AWS Bedrock, Azure, GIT and Postman to enable seamless product development, testing and integrations.
- **Methodologies:** Agile (Scrum), SDLC, Backlog Refinement, Sprint Planning, UAT Support, Gap Analysis

PROFESSIONAL EXPERIENCE

Technical Product Owner/Product Manager, Jan 2022 – Present

Foundation Medicine, Dallas, USA

- Led automated OCR and order creation using Gen AI/LLM and prompting, reducing turnaround time by 30%
- Led CGP Kit (RUO) launch, enabling in-house genomic profiling with AWS IAM, S3, and CDU, while managing Agile backlog grooming, sprint planning, and refinement to ensure sprint readiness and maintain backlog health
- Led A/B testing to uncover pain points, retention drivers, boost engagement, and guide product strategy through actionable, data-driven insights
- Launched new assays, including F1T, integrating with EMR systems and partnering with UI teams to create intuitive ordering workflows, driving cross-company collaboration, establishing SLAs, and enabling seamless interoperability for strong market adoption
- Defined and communicated program vision and roadmap, while creating and prioritizing backlog features and epics based on OKRs to balance planned and emerging work and ensure alignment with portfolio objectives
- Created and executed SQL queries to analyze product performance, validate data integrity, identify discrepancies during QA testing, and drive data-informed decision-making.
- Led tech transfer initiative through API-driven B2B integration and collaborated with executives to define product direction, advancing global precision medicine while ensuring HIPAA/PHI compliance
- Designed and executed product vision and strategic roadmaps leveraging MS GenAI capabilities, aligning FMI's products with the current and future needs of business partners and stakeholders.



- Applied product management and project management best practices, engaging clients and executives to align strategic goals with deliverables, achieving milestone commitments
- Partnered with Scrum Masters to optimize delivery processes, reduce sprint volatility, and mitigate risks.
- Partnered with UI/UX and QA teams to ensure that design and testing align with customer and compliance requirements, and conducted UAT

Product Manager, Nov 2021 – Jan 2022

PennyMac, Plano, USA

- Liaised between stakeholders and development, aligning solutions with business needs and technical feasibility, accelerating delivery by 20%, and ensuring smooth adoption.
- Managed stakeholder expectations, resolving conflicts, negotiating priorities and team capabilities, ensuring alignment with project objectives.
- Managed UAT and QA, resolving requirement gaps to ensure features met stakeholder expectations.

Technical Product Owner, Dec 2018 – Oct 2021

Copart, Dallas, USA

- Spearheaded the rollout of a revamped member website registration page by defining detailed business requirements and translating them into user stories - Improved user retention and boosted profit margins
- Partnered with UX/UI teams to translate Voice of Customer (VOC) insights, market research, and data analytics into intuitive product designs, driving higher engagement and conversion across digital platforms
- Led product vision, roadmap, and backlog refinement using ADO across multiple projects, collaborating with technical teams to align business objectives, prioritize initiatives, and ensure smooth execution.
- Conducted data analysis and SQL queries to create reports on product metrics and user engagement
- Leveraged data-driven experiments to optimize features and improve performance throughout key stages of the customer acquisition journey for the Copart member website and mobile app.
- Performed SDLC activities and guided various Agile ceremonies such as daily stand-ups, sprint planning, sprint reviews, and sprint retrospectives, ensuring alignment with project goals and objectives
- Conducted gap analyses to recommend cost-effective solutions and align system capabilities with evolving needs.
- Partnered with Scrum Masters to optimize delivery processes, reduce sprint volatility, and mitigate risks.
- Provided regular updates to leadership including technical and business stakeholders throughout the product lifecycle—from design, to development and deployment—mitigating risks and ensuring successful launches

Product Owner, Aug 2018 – Nov 2018

Arvest Bank, Bentonville, USA

- Led analysis and assessment of Arvest Wealth Management clearing firm conversion and assisted in creation of business plan, RACI matrix, and stakeholder analysis document, ensuring that the scope was clearly defined.
- Created user stories and acceptance criteria in Jira and Confluence to guide development and testing.
- Created mockups using Figma and leveraged Jira, Confluence, and Lucidchart to build a backlog of detailed epics and user stories based on the product vision and corresponding strategic roadmap.
- Elicited and documented user requirements through stakeholder workshops, interviews, and process reviews.

ADDITIONAL WORK EXPERIENCE

Module Lead, July 2015 - Dec 2016

Persistent Group, Pune, India

Business Analyst, Sep 2014 - June 2015

KPIT Ltd., Pune, India

Member Technical Staff, July 2012 – Jan 2014

NEC Technologies, Noida, India

Software Engineer, Jan 2010 – Nov 2011

Arcent Group, Gurgaon, India

EDUCATION

M.S. in Management Information Systems, May 2018

SUNY University at Buffalo, Buffalo, US

Master of Computer Applications, May 2010

Thapar University, Punjab, India

B.Sc. Computer Science, June 2006

Delhi University, Delhi, India

CERTIFICATIONS

- Certificates in **Certified Scrum Product Owner (000772042)**,
- **Certified Scrum Master (000772042)**
- **PEGA Certified Systems Architect 7.2V1**
- Certificates in **Digital Photography**