ZISHAN KHAN

Product Delivery Manager | Product Management | Business Analysis

Phone: +91 9130906283 | Email: Zishan_k@outlook.com
LinkedIn: https://www.linkedin.com/in/zishan-khan-020160176/
Portfolio: https://zishank9.github.io/product-portfolio/
Location: India | Open to Global Opportunities

PROFESSIONAL SUMMARY

Product delivery professional with approximately 5 years of experience across business analysis and product delivery in a technology-driven hospitality environment. Experienced in gathering business requirements, translating customer needs into user stories, coordinating cross-functional engineering teams, and supporting end-to-end feature and integration delivery. Familiar with API testing, data migration validation, identity management integrations, application monitoring, incident management, and post-release troubleshooting. Skilled in stakeholder communication, Agile delivery practices, requirement documentation, and coordinating technical teams to deliver reliable solutions aligned with business needs.

CORE COMPETENCIES

- Product Delivery and Feature Lifecycle Management
- Business Requirements Gathering and Analysis
- User Stories and Acceptance Criteria
- Agile / Scrum Methodologies
- Stakeholder and Cross-Functional Team Coordination
- Backlog and Release Coordination
- API and Third-Party Integration Testing
- User Acceptance Testing (UAT)
- Data Migration and Validation
- Identity Management Integrations
- Incident Management and Troubleshooting Coordination
- Application Monitoring and Telemetry

- Go-Live and Post-Implementation Support
- Technical Documentation and Process Improvement

PROFESSIONAL EXPERIENCE

HotelKey India Pvt. Ltd.

Product Delivery Manager | July 2022 – Present

- Coordinate end-to-end product and feature delivery across Product, Engineering, QA, UX, and customer-facing teams.
- Gather and analyze business requirements, translating them into user stories, acceptance criteria, and actionable development tasks.
- Coordinate backlog priorities, sprint activities, release planning, dependencies, risks, and stakeholder communication.
- Support the delivery of SaaS features, third-party integrations, and technical initiatives in collaboration with engineering teams.
- Coordinate integration testing, UAT, go-live readiness, and post-deployment troubleshooting.
- Support technical investigations involving SQL, APIs, application monitoring, and integration workflows.
- Track incidents, defects, and delivery blockers using Jira, Confluence, ServiceNow, and other collaboration tools.

Business Analyst | December 2020 – July 2022

- Gathered and analyzed business requirements and translated them into functional specifications, user stories, and implementation requirements.
- Investigated application issues using SQL and technical analysis to help identify root causes and support faster issue resolution.
- Coordinated with Development and QA teams to reproduce defects, validate fixes, support UAT, and prepare releases.
- Conducted gap analysis and supported process documentation, including UML diagrams and entity-relationship diagrams where required.
- Bridged communication between business stakeholders and technical teams to clarify requirements and ensure delivered functionality met business expectations.

- Managed requirement changes, defect tracking, and follow-up activities using Jira and related documentation tools.

Client Services & Accounts | April 2019 – December 2020

- Provided technical and application support to hospitality clients, investigating reported issues and coordinating resolution with relevant technical teams.
- Managed support tickets, prioritized customer issues, documented troubleshooting steps, and escalated complex incidents when necessary.
- Coordinated with Development, Operations, and third-party vendors to investigate application, integration, and service-related problems.
- Supported PC and mobile application troubleshooting, helping clients resolve technical difficulties and maintain operational continuity.
- Assisted with testing, defect identification, and validation of fixes before or after deployment.
- Maintained support documentation and communicated issue status, resolutions, and follow-up actions to relevant stakeholders.
- Monitored applications following deployments and supported post-release issue investigation to help maintain service reliability and customer satisfaction.

SELECTED PROJECTS & PORTFOLIO CASE STUDIES

1. Enterprise ETL & Data Migration

- Supported the delivery of data migration initiatives involving legacy systems and target platforms.
- Coordinated with technical teams on requirements clarification, data validation, SQL-based checks, and reconciliation activities.
- Helped investigate discrepancies and track issues to support migration accuracy and implementation readiness.

2. Identity Management & Amazon Cognito Integrations

- Coordinated requirements and implementation activities for identity management integrations and identity migration scenarios.

- Worked with technical stakeholders on integration workflows involving Amazon Cognito and AWS Lambda.
- Supported issue investigation, integration validation, and communication across delivery stakeholders.

3. Hospitality IoT & Third-Party Integrations

- Gathered client requirements and translated them into user stories and implementation details.
- Coordinated internal developers and third-party providers across hospitality technology integrations.
- Helped set up test environments, validate integrations, investigate issues, and coordinate resolution.
- Supported client delivery, go-live activities, and post-implementation troubleshooting across PBX/telephony, voicemail, Wi-Fi, and other connected systems.

4. Java Application Telemetry & Observability

- Coordinated with technical teams on application telemetry and monitoring-related initiatives.
- Supported issue investigation and operational troubleshooting using monitoring and logging tools.
- Helped communicate technical findings, track issues, and coordinate follow-up activities with relevant stakeholders.

5. API Testing & Integration Validation

- Used Postman and Charles Proxy to support API request validation and investigate integration issues.
- Documented findings, coordinated defect follow-up, and communicated results to engineering and delivery stakeholders.
- Supported integration readiness through testing, issue tracking, and post-release troubleshooting.

TOOLS & TECHNOLOGIES

Project and Delivery Management: Jira, Confluence, ServiceNow (SNOW), Zendesk

API Testing and Troubleshooting: Postman, Charles Proxy

Monitoring and Observability: Splunk, Datadog

Databases and Data: MySQL, Microsoft SQL Server, DynamoDB

Cloud and Integration Exposure: Amazon Cognito, AWS Lambda, Java application telemetry

Reporting and Design: Power BI, Figma

Development Environments and Operating Systems: VS Code, IntelliJ IDEA, Linux

Collaboration and Productivity: Microsoft Office, Microsoft Teams, Google Workspace

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EDUCATION

Bachelor's Degree in Engineering
K.D.K College of Engineering in Mechanical Engineering Dep| [2014 - 2018]

CGPA: 8.55 / 10 | First Division

CERTIFICATION

Certified Scrum Product Owner (CSPO)

ADDITIONAL INFORMATION

- Open to Product Delivery Manager, Product Manager, and Business Analyst opportunities.
- Interested in global career opportunities and relocation where appropriate.