

# Shivam Bajaj

Product Manager

## 👤 Profile

As a highly motivated and experienced product manager with a background in engineering, I am seeking a challenging position that allows me to utilize my skills in product development and management, team leadership, market research, and cross-functional team management.

## 📁 Employment History

### Product Manager at Inflect Technologies, Bengaluru

August 2022

- Successfully migrated the Analytics tool from Tableau to Power Bi from POC to complete execution, including the creation of DAX Queries and hosting it on Azure, resulting in a 50% improvement in dashboard loading times and a 70% improvement in aesthetics
- Designed and integrated metrics for Infiviz Shots, dashboard, curation tool, and ML pipeline using ELK and Mix Panel, resulting in easier RCA in case of any issues, reducing resolution time by 30%
- Created the Master Data Management tool for data ingestion and validation, including a pipeline for automation of this data to create a schema off of the Master Data, improving data accuracy by 40%
- Integrated the tool and mobile app in SAP's C4C and Salesforce's CG Cloud, improving customer engagement by 25%
- Created the Trade Promotion Compliance Feature, landing 8 Clients in the POI Summit Dallas 2022, resulting in a 10% increase in revenue.

### Member of Technical Staff- Product Management at BlueStacks Inc, Gurgaon

March 2021 — August 2022

- Successfully launched major BlueStacks App Player with significant performance-related improvements, resulting in a 15% increase in user satisfaction
- Successfully launched BlueStacks Cloud Gaming Platform (Now.gg and BlueStacks X), the only cloud gaming platform with positive revenue in the world, generating a 10% increase in revenue
- Introduced Multi-Instance Manager feature, resulting in a 3.5% increase in DAU
- Worked with the Design team to create wireframes using Figma and get the design prototype ready, resulting in a 20% increase in user engagement
- Attended and drove Scrum Calls to check the current performance and overall revenue generation of the CPI and DAU Apps, resulting in a 15% increase in revenue

## Details

Bengaluru

India

9034442879

[sbajaj040@gmail.com](mailto:sbajaj040@gmail.com)

## Links

[Linkedin](#)

## Skills

Microsoft Office Suite

Google Analytics

Agile Methodologies

Leadership

Agile Project Management

Project Management

JIRA

SQL

Data Analysis

Product Management

Product Design

Python

Django

Microsoft Power BI

Market Research

## Languages

English

Hindi

Panjabi; Punjabi

- Worked on conceptualizing game economy and rewards system, resulting in a 10% increase in revenue
- Developed a Chatbot for automating support chats, reducing support resolution time by 30%
- Conducted competitive analysis and worked closely with the Product team, resulting in a 25% increase in market share
- Worked on tracking these features get implemented in the sprint cycle and release milestone with acceptable quality and requirements, resulting in a 10% increase in product quality
- Worked with Engineering Manager(s) to create and maintain product roadmap, resulting in a 15% increase in product roadmap efficiency.

### **Associate Product Consultant at Dell Technologies, Gurgaon**

June 2019 — March 2021

- Worked on the migration of Dell Sales Application from Dell order Management System to Web Based App, reducing order processing time by 25%
- Led the migration of Dell's CRM tool from Oracle's IDD to Salesforce, resulting in an increase in sales productivity by 20%
- Added and improved features in Global Order Visibility tool, resulting in a 30% increase in user satisfaction and a 15% increase in sales
- Automated the process of creating quotations for business users for dell.com/office, reducing quotation generation time by 50% and improving accuracy by 40%

### **Senior Support Engineer at Dell Technologies, Gurgaon**

March 2018 — June 2019

- Designed and developed REST APIs using Python and Django frameworks
- Analyzed performance data and identified areas for optimization
- Provided technical guidance and support to development teams
- Collaborated with product teams to ensure product success and user satisfaction
- Analyzed clients' problems and issues, took appropriate action to resolve problems in a timely manner, and met or exceeded expectations.

## **Education**

### **Bachelors of Technology , Kurukshetra University, Yamunānagar**

August 2013 — August 2017

Graduated in Mechanical Engineering with Honors

## **Courses**

### **Certified Scrum Product Owner (CSPO), UpGrad**

August 2021 — April 2022

### **AWS Certified Cloud Practitioner, Dell EMC**

August 2020 — January 2020