CHAHAT JAIN
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EDUCATION

Massachusetts Institute of Technology Cambridge (MA), USA
School of Engineering & Sloan School of Management (GPA – 5.0/5.0) August 2016 - February 2018 (expected)
M.S., Engg & Management (System Design and Management)
- Focus – Marketing, Strategy, Data Analytics, Innovation, Technology Management and Systems Thinking
- VP, Alumni Relations (SDM). Member - Product Management Club, Technology Club, Design Club, Net Impact Club
- Data Analytics Lab - Built a predictive model using machine learning and data mining to increase user engagement of an e-commerce website. Experience working with large data-sets.

PEC University of Technology Chandigarh, India
B.E. (Hons.), Information Technology (GPA – 9.37/10) July 2007- May 2011
- 1 of 395 in the university to be awarded both Gold Medal (highest GPA in my discipline) and Honors degree

EXPERIENCE

SAP Labs India Pvt. Ltd. Bangalore, India | Palo Alto, United States
Product Owner / Sr. Software Engg, B2B/B2C solutions (Retail, Utilities, and Banking industries) July 2011 - June 2016

Product Management, Cross-functional Leadership, and Project Management

- Ideated and launched eight features of cloud CRM (SAP Cloud for Customer) add-in solutions (150+ live customers)
  - Prioritized requirements, collaborated with multiple stakeholders, and led development of four solution releases
- Working with UI/UX designers, conducted product design analysis (using design thinking) and played a key role in the ideation to launch process of SAP's first B2C solution - SAP Utilities Customer Engagement mobile application
- As scrum-master/development lead, led cross-functional teams of 14, 8 and 6 members (for three project releases) across US and India locations for agile development of ~$14M Retail In-Store customer engagement solution
- Handled project scope, task estimation & scheduling, and quality adherence for timely delivery of three project releases
- Managed team of four developers to develop a Micro-ATM solution (for rural India) as part of SAP Ganges project (B2B Retail Network). The platform was bought by a financial institution in India to strengthen its financial inclusion efforts

Client Engagement, Product Design & Development, and Process Optimization

- Managed 25+ clients (across 10 countries) single-handedly to solve critical issues, improving client satisfaction by 15%
- Reduced average time of fixing a customer issue by 45% using data-driven approach to redesign business process
- Led full-stack design and development of product features, application modules and m-commerce platform for the successful release of six mobile and cloud solutions, generating $9M+ revenue for the company
- Produced optimal recommendations for four utilities clients to adopt a mobile solution as per their business requirements
- Developed five internal code generation tools that helped save ~400 man-hours in project deliverables

Awards and Accomplishments

- Awarded 'Move SAP Award' (Top 2% employees) for successfully managing a solution single-handedly from India
- Recognized as 'Global Top Talent' (Top 5% employees) for extraordinary contribution and leadership
- Conferred 'Spot award' and 'Recognition award' for initiatives in enabling project success and customer success

eVidyaloka Trust (NGO connecting passionate volunteers to teach children of rural India**)** Bangalore, India
Program Manager & Curriculum Administrator (Volunteer) May 2014 - Present
- Increased volunteer participation by 20% by designing a workflow for Content Development Engagement
- Managed 186 volunteers for development of high quality course material as part of a Corporate Engagement Program

HeRu Technologies Pvt. Ltd. (Tech Start-up providing low cost enterprise solutions**)** Bangalore, India
Co-Founder & Solution Architect March 2015 - July 2016
- Gathered business requirements from clients (Founders of NGOs), and defined the roadmap of technology solutions
- Constructed business strategy for the company as well as pricing strategy for the ~$1M product portfolio
- Worked on-site with senior management of Goonj, amongst top five NGOs in India, to understand business problems

ADDITIONAL INFORMATION

- Mentored employees and improved business operations of an early stage tech start-up (cheerzlabs.com, India) that provides technology services, resulting in 12% YoY growth of the startup
- Spearheaded a civil society campaign that lead to participation of 500+ people to increase awareness about 'Lokpal Bill'
- **Technical Skills:** Java, C, C#, JavaScript, Python, Web-Services, Shell Scripting, Algorithms, Data Structures, SQL, R
- **Interests**: Cooking, practice mindfulness, and reading books & articles (especially about start-ups and venture capital)