

# AMAN LOKHANDE

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## EDUCATION

<b>Northeastern University</b> , Boston, MA	Sept. 2023 – Dec. 2025
Master of Science in Engineering Management	
<b>Zeal College of Engineering and Research</b> , University of Pune, Pune, India	Aug. 2019 – Aug. 2022
Bachelor's in mechanical engineering	

## SKILLS

**Pre-Sales & Customer-Facing:** Discovery and requirements calls, product walkthroughs/demos, stakeholder management, customer training/enablement, technical explanation, value messaging, basic objection handling

**Solutions & Delivery Support:** Solution scoping, implementation planning, integrations and data flows (CSV mapping/imports), UAT coordination, go-live readiness, issue triage, documentation/runbooks

**Analytics:** SQL, Excel, KPI reporting/dashboards, basic ROI analysis (cost/time impact)

**Product & Requirements:** PRDs, user stories/acceptance criteria, business-to-technical requirements

**Tools:** SQL, Excel, PowerPoint, Jira, Confluence, Google Workspace, Slack/Teams

## EXPERIENCE

<b>Ipser Labs LLC</b> , Fort Worth, TX	Jan. 2025 – May 2025
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Product Manager Co-op

- Led onboarding discovery for 5 B2B SaaS customers, clarifying workflows, stakeholders, and success criteria; defined the recommended setup plan (configuration, data mapping, UAT steps) and supported 4 on-time go-lives
- Ran 6 customer-facing requirements sessions and produced implementation-ready artifacts (Requirements Summary, CSV Data Mapping Sheet, acceptance criteria); guided customers through data import/field mapping and managed scope changes by documenting decisions and tradeoffs
- Delivered 3 customer product walkthroughs/admin trainings (PowerPoint/Google Slides) and published enablement content in Confluence (setup steps, FAQ, release notes); reduced repeat onboarding questions from 5/week to 2/week based on tagged Support/CS questions tracked weekly
- Served as the customer-to-Engineering bridge during UAT (1–2 cycles/customer), triaging 20 issues/requests in Jira, driving retest and sign-off, and communicating status/timelines and workarounds
- Used SQL + Excel to track onboarding KPIs (time-to-go-live, backlog aging, UAT pass rate); improved CS/Support handoff by about 1 day by standardizing the go-live checklist and handoff notes (tracked via handoff timestamps in the onboarding tracker)

<b>Vital Industrial Products</b> , Kolhapur, India	Aug. 2022 – Aug. 2023
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Project Engineer

- Served as the customer-facing technical coordinator for OEM accounts, clarifying requirements from drawings/PO specs and translating them into a delivery plan; tracked 15–25 active order lines/week in Excel and coordinated Machining, Quality, and Dispatch through shipment
- Managed spec alignment and change handling by maintaining a drawing/spec revision and clarification log; resolved 8–10 customer clarifications/month and explained tradeoffs to internal teams to prevent rework and delivery slips
- Prepared customer-ready sample/approval documentation for 3–4 new parts (inspection summaries, measurement packs) and supported approvals under ISO workflows; reduced approval loops from 3 review cycles to 2 by submitting complete documentation and clear spec confirmations

## PROJECTS

<b>Northeastern University</b> , Boston, MA	Sept. 2024 – Dec. 2024
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Customer-Driven Technical Innovation – SubTrack	Sept. 2024 – Dec. 2024
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- Led customer discovery through 12 interviews to identify subscription pain points and translate them into prioritized requirements (personas, jobs-to-be-done, and success criteria)
- Built a concept Figma prototype and demo flow (subscription detection, renewal alerts, spend dashboard, cancellation assist) with planned data inputs (email receipt parsing and CSV import); iterated through 8 user feedback sessions, prioritizing the top 3 features and simplifying the walkthrough based on feedback

<b>Northeastern University</b> , Boston, MA	Jan. 2024 – Apr. 2024
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Computation & Visualization for Analytics - California DWR Water Quality Dashboard (Streamlit Web App)	Jan. 2024 – Apr. 2024
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- Built a Python web dashboard for California DWR water-quality data, integrating 3 datasets and analyzing about 40,000 measurement rows; delivered 4 interactive views with filters for location, parameter, and date range
- Delivered a demo-style walkthrough and documentation for stakeholders; created 6 saved filter presets for common questions and reduced time to produce a typical “site + parameter + date range” view from 10–15 minutes to 2–3 minutes using the dashboard