

AISHWARYA R

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PROFESSIONAL SUMMARY

A results-driven professional with a proven track record in enhancing employee training, reducing software deployment time, and driving product development through strategic client feedback. Skilled in improving customer experience by significantly reducing support inquiries and boosting satisfaction. Led marketing efforts that increased lead conversions and improved project alignment. Demonstrated leadership in operational activities, consistently achieving high task completion rates and fostering client relationships that elevated satisfaction and retention. Adept at streamlining processes, ensuring accuracy in documentation, and minimizing errors.

TECHNICAL SKILLS

Product Management	Database Management	Agile Methods	Generative AI	Power BI
Product Migration & Implementation	RDBMS	Confluence	Open AI	Power Apps
Feature Testing	SQL	Jira	Co-Pilot	Power Bot
Product Support	MS Office	SCRUM	ChatGPT	Power Automate
LMS Administator	MS Excel	Kanban Board	Cognitive Services	ZOHO Arena (CRM / Project / Desk)
Customer Success Management	Powerpoint Presentation	API Integration	Azure	Canva
Troubleshooting & Debugging	Zoom	Notion Site	Azure Blob Storage	Figma

PROJECT SUMMARY

1. Product Migration and Integration

- Spearheaded Agile-driven product migration and integration in EdTech, leveraging sprint planning, cross-functional collaboration, and daily stand-ups to ensure smooth transitions.
- Facilitated iterative testing, continuous feedback loops, and retrospectives, dynamically refining strategies and maintaining comprehensive documentation to optimize outcomes and support seamless product evolution.

2. Client Engagement & Audit Management - Wipro, Mindtree, Infosys, Prolifics and Ust

- Led strategic initiatives to enhance trainer performance through Mentor-Led Training (VILT-Remote), improving team productivity and efficiency.
- Collaborated with subject matter experts to develop engaging learning materials aligned with client goals.
- Managed LMS platform operations, optimized user experience, and directed client reporting processes to ensure project success.
- Orchestrated client audits by adhering to engineering requirements, providing comprehensive documentation, and fostering cross-functional collaboration.
- Maintained transparent communication, promptly addressing concerns, ensuring compliance, reinforcing trust and accountability with clients.

PROFESSIONAL EXPERIENCE

TECHADEMY PVT LTD (S)

Team Lead | Product Specialist

July 2022-Present

- Recognized as Top Performer of Q4, 2023.
- Enhanced employee upskilling and professional development by collaborating with training departments.
- Reduced LMS deployment time by 40% through seamless software integration.
- Drove product refinement and new features by leveraging client feedback.
- Gathered customer insights, improving product innovation and issue resolution.
- Compiled and presented feature requirements for management approval.
- Created performance reporting templates, reducing client preparation time by 80%.
- Developed documentation, cutting support inquiries by 40% and boosting satisfaction by 25%.
- Led marketing efforts, increasing lead conversions by 40%.
- Improved project efficiency and goal attainment by 15%.
- Enhanced market research analysis by 40%.
- Established technical guidelines for application development.
- Achieved 95% alignment in stakeholder communication.
- Ensured 100% consistency in documentation, reducing errors by 95%.

TECHADEMY PVT LTD (S)

Product Support Associate

2021-2022

- Ensured 100% accuracy in site assessments, driving swift resolutions.
- Led operations to achieve a 95% task completion rate across key metrics.
- Strengthened client relationships, boosting satisfaction and retention by 30%.
- Enhanced products by 40% through quality assurance, industry-aligned improvements, and reduced response times by 30%.

VOLUNTEERING

U&I TRUST

2018-2021

- Successfully led and mentored volunteers as a center lead, improving customer service standards and satisfaction ratings.
- Overhauled the training program, reducing onboarding time by 25% and increasing service efficiency by 30%.
- Boosted morale with staff recognition programs, increasing employee satisfaction by 20%.
- Enhanced operational efficiency by 15%.

EDUCATION

DAYANAND SAGAR UNIVERSITY

2021-2023

Executive Master of Business Administration; Major in Product Management (A++)

- Capstone Project: Strategic implications of adopting Product as a Service (PaaS) - Insights from an Indian EdTech firm.

COURSES & CERTIFICATIONS

PMI Agile Certified Practitioner (PMI-ACP)	Udemy
Agile Scrum Master Full Course 2023 Agile Training for Beginners	YouTube
Gen AI Unveiled: A Journey into the Future of Intelligence	Techademy
GenAI Advanced Technologies	Techademy
6 Product Prioritization Frameworks [+How to Pick]	Atlassian
Introduction to API	Postman
Building Interactive Dashboards with Microsoft Power BI	Techademy