

Jayant Arora

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QUALIFICATION

2015 – 2019	B. Tech (Computer Science Engineering) University of Petroleum and Energy Studies	Dehradun, India
2013 – 2015	Grade XII (PCM), Lord Jesus Public School ISC Board	Gurgaon, India
2013	Grade X, Lord Jesus Public School ICSE Board	Gurgaon, India

WORK EXPERIENCE

Jul 2022- April 2023	Product Owner (Business Analyst) Unified (LOB of EVC Labs Pvt. Ltd.)	Gurgaon, India
<ul style="list-style-type: none">Acted as a Primary link between clients & organization, ensuring clear and effective communicationAnalyzed business solutions, contributed to strategic decision-making, and collaborated with leadership to align priorities. Increased delivery efficiency for a certain project by 44.44% (9 months planned vs. 5 months actual)Allied on pricing strategy, aligning product modules with market needs. Not only regained I lost project but also outpaced competitorsCollaborated with stakeholders to prioritize and define development features, ensuring shared understanding and alignment. Quantified stakeholder buy-in and sign-off percentage to track alignment over timeDrove agile processes in JIRA, designed sprints, managed backlogs, attended scrums & optimized delivery for efficient outcomesDeveloped Power BI dashboards for real-time monitoring of deliverables & using data to drive actionable insights. Successfully reduced overhead expenses by 20% and aiding universities in pinpointing areas of prospect lossIdentified opportunities for process enhancement, automation, and executed comprehensive reviews for streamlined operationsCoordinated with Testing team for quality outcomes and timely deliverables, maintaining high product standards. Attaining a flawless match of 100% accuracy in delivering precisely what clients envisionedMade informed decisions regarding release dates and content, optimizing product launchesContributed to essential documentation creation, provided regular reporting, and maintained transparent communication (PRD, BRD, GAP, RCA)Created visual aids like flowcharts and wireframes using tools such as Figma, Visio, and WhimsicalRecognized, documented, and mitigated risks while making informed decisions aligned with strategic goalHeaded project deliveries and addressed client queries promptly via ConnectWise for enhanced client satisfaction. Fixed SLA time to 6 hours		
Jan 2019- Jun 2022	Product Manager (Business Analyst) sGate Tech Solutions Private Limited (subsidiary of Skyways Air Services Pvt. Ltd.)	New Delhi, India
<ul style="list-style-type: none">Created comprehensive end-to-end product roadmaps, defining vision and GTM strategy. Developed a new product roadmap, piloting successfully before a nationwide launch. Began with 5 customers and crossed 10K+ benchmark within 2 yearsLed agile development, ensuring sprint objectives met. Served as a liaison between scrum teams and stakeholders		

- Managed and prioritized product backlog, ensuring alignment with budget and time constraints. Communicated priorities to the team. In a rapidly moving industry, we had to be sure for 100 % on-time deliveries
- Made **informed choices on release dates and content**, optimizing product launches
- Collaborated closely with growth and marketing teams for impactful campaigns, driving a **12% increase in net profit** through festive season pricing strategies
- Leveraged data analysis to optimize business cases, achieving revenue growth. Using certain metrics, identified service improvement areas, **boosting customer onboarding by 10 daily** and **strategically adjusting rates to outperform competitors**
- Streamlined Trucking and pricing software, optimizing freight forwarding products. Developed web applications for its enhanced functionalities: **Query Management, CRM, Quote Automation Systems**
- Fostered team alignment and encouraged innovation
- Created visual assets such as **flowcharts** and **wireframes** using **Visio** and **Star UML**
- Designed and executed test units for error-free outcomes
- Designed **data pipelines** and **table structures**, executed test cycles on **MySQL**
- Designed **Power BI dashboards** for live monitoring. Enabling management to view product performance comprehensively, macro to micro level view
- Utilized **Google Data Studio** for **sales team insights**. Sales Team used to **identify target customers, target zones** and to improve individual performance
- **Collaborated** with various departments such as finance, operations, sales, support etc. to **ensure smooth delivery flow**
- Prioritized customer needs, consistently elevating the user experience (UX)
- Supervised in **integrating various APIs** with different vendors ensuring seamless booking, tracking, payments etc.

CERTIFICATIONS / COURSES

Name	Platform	Date of Completion
Product Management - Career Accelerator Program	Upraised	Sep-23
CSPO (Certified Scrum Product Owner)	Scrum Alliance	Aug-23
Statistics for Data Science and Business Analysis	Udemy	Feb-23
Microsoft Power BI Desktop for Business Intelligence	Udemy	Aug-21
SQL - MySQL for Data Analytics and Business Intelligence	Udemy	Aug-21
Creating Effective Dashboards	JS Academy	May-21
MLG 001 Freight Forwarding Basics	MyLogistics Gurukul	Apr-19

EXTRA- CURRICULAR ACTIVITIES

Aug '15 – Mar 2017	Deputy Secretary, Model United Nations	<i>Dehradun, India</i>
	<ul style="list-style-type: none"> • Successfully participated in IIT KANPUR MUN (Model United Nations) Conference in Antaragini. (2015) • Was a part of Core Committee to organize UPES International MUN. (2016-17) • Was a part of Core Committee to organize UPES Intra MUN. (2015-17) 	
May '13 – Apr 2014	Head Prefect, High School	<i>Gurgaon, India</i>
	<ul style="list-style-type: none"> • Organized and hosted numerous school assemblies for various events. 	
