Ayush Sharma

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EDUCATION

GEORGIA INSTITUTE OF TECHNOLOGY   **December 2023**
Bachelor's in Computer Science, Minor in Applied Mathematics
Concentrations: Artificial Intelligence & Human-Computer Interaction

PROFESSIONAL EXPERIENCE

BrightLink Technology: *Product Manager – New York City, NY*   **(December 2023 – Present)**
- Strategizing with dozens of clients through multi-month engagements to integrate complex payment platform systems, migrating data sources from API endpoints, and analyzing UAT feedback to identify areas of improvement, resulting in a 15% increase in customer satisfaction.
- Orchestrating a team of cross-functional developers using Agile to work with BrightLink Technology's internal stakeholders, executives, and clients to incorporate product feedback and operational insights.
- Spearheaded a new Generative AI-enabled chatbot feature in BrightLink Technology's flagship e-payment SaaS product, by utilizing ChatGPT-4's API plugin, to answer clients' questions efficiently and accurately, thus increasing user engagement by 30%.

Nike: *Software Engineer Intern – Beaverton, OR*   **(June 2023 – August 2023)**
- Integrated an Apache Kafka data pipeline with Amazon MSK in an Order Service Domain Dashboard (OSDD) to provide live shipping updates for Nike's Customer Order Management platform while reducing $10.8MN yearly in shipping fees.
- Revamped API endpoints using TypeScript to optimize data flow from PostgreSQL database architecture, enabling real-time display of Nike's global customer shipping information on OSDD.
- Prototyped Nike Glimpse, jerseys with an in-built camera, to bring sport fans a 1st person point of view from an athlete's perspective – placed 4th out of 28 teams for highest potential to scale Nike's earnings by 200% in the next decade.

PricewaterhouseCoopers: *Product Management Intern – New York City, NY*   **(May 2022 – August 2022)**
- Directed discussions between executives and operations staff of two client engagements valued at $6.3MN by leading joint discussions and performing stakeholder analysis.
- Piloted an innovative software architecture reorganization to reduce server maintenance costs by 15% in Goldman Sachs low-latency trading systems.
- Actively managed engagement progress and financials, issuing new budget proposals, and leveraging strong client relationships between PwC and Goldman Sachs executives.

U.S. Bancorp Investments: *Product Management Intern – New York City, NY*   **(Jan 2021 - August 2021)**
- Lead technical development of Azure CosmosDB provisioning for an advanced cybersecurity application, Decentralized Identity Pilot (DIP), to prevent fraudulent activity on U.S. Bancorp Investment Management Group (IMG) by 50% in IMG clientele investment portfolios.
- Delivered business case whitepaper to senior U.S. Bank executives showcasing the impact of DIP in assisting to secure more than 18.7 million clients' data and more than $8.7 billion in assets.
- Collaborated with a team of interns in prioritizing KPI, creating user stories, writing product documentation to test new functionality, and conducting A/B Testing for CrossBorder, an international financial transaction application.

Northrop Grumman Defense Systems: *Software Engineer Intern – Atlanta, GA*   **(May 2020 – August 2020)**
- Developed a Microsoft PowerApp for the Centers for Disease Control and Prevention (CDC) Public Health Department which handles automated testing with PowerBI, PowerAutomate and Python.
- Lead a team of 3 interns to design a second PowerApp for the CDC Prevention Research Center to allow users to add research projects for the Department of Non-Infectious Diseases.
- Implemented a REST API and interactive United States Map to automate facts sheets for all 50 US States for the Office of Smoking & Health.

SKILLS

Technical Skills: Java, Python, SQL, AWS, Google Firebase, TensorFlow, API Integration & Management, Tableau, and Jira
Core Skills: Agile, A/B testing, CI/CD, Systems Design, Stakeholder management, User Research, Product development & roadmap, and Business strategy.