

# Bhawna Mangla

## Product Manager

With three years of expertise in the complete product development and management realm of mobile apps and websites, I bring a collaborative and team-oriented approach to the table. My proficiency lies in understanding product requirements from both technical and business perspectives. I am actively seeking a role that involves the development of innovative products.



bhawnamangla98@gmail.com

+919914956262

Pune, India

github.com/Bhavu211/bhawnamangla.github.io

linkedin.com/in/bhawna-mangla-1102

medium.com/@bhawnamangla98

## WORK EXPERIENCE

### Product Manager Bajaj Finance Limited

04/2022 - Present

Pune

#### Achievements/Tasks

- Revamped the **FD Partner Portal** by enhancing user experience by design along with introducing new features such as payouts, reports, invoice generation, and help section. Increased partner portal utilization from 5% to 55% within five months through a strong go-to-market strategy and cross-cultural collaboration.
- Smoothen the **FD Partner Onboarding Journey** end to end. Made the journey 100% online. Reduced tat for onboarding process from 7 days to 1 day including quality check.
- Revamped the **service section of the Bajaj FinServ app and website** which is solely for their customers by introducing Renewal /LAFD journeys and doing major changes in logics as per business requirements.
- Additionally, played a pivotal role in the end-to-end delivery of projects like **ACMS(Automated campaign management system for partners)** and **PCMS (Payout Automaton for product team to reduce manual excel sheet work)**, significantly contributing to the B2B business objectives!
- Product Requirement and Analysis:** Developed detailed product requirements, user stories, and specifications, ensuring alignment with business goals and technical feasibility using tools such as Microsoft Azure/Jira.

### Domain Support Specialist Ericsson

01/2021 - 04/2022

Noida

#### Achievements/Tasks

- Performed operational activities such as health checks, restoration, and resolution of network administrative requests!
- Automated processes for taking backups, health checks, and error counts by 100%!
- Performed change requests in the network as per customer requirements and documented methods of procedures!

## EDUCATION

### BE in Information Technology Jaypee University of Information Technology, Solan

06/2016 - 06/2020

Solan, India

## SKILLS

Product Management

Product Lifecycle Management

Research and Trend Analysis

Agile methodologies

Responsive Design Approach

Salesforce Admin

Microsoft Azure

Jira

Power BI

Python

Stakeholder Management

SQL

Postman

MS Suite

Linux

Wireshark

Technical Writing

Decision Making

Google Analytics

## ACHIEVEMENTS AND AWARDS

Heroes by Bajaj Finserv (03/2023 - Present)

For delivering and managing revenue growing projects smoothly

Bright Beginner by Ericsson (01/2022 - 01/2022)

## CERTIFICATES

Prepare for the Atlassian Managing Jira Projects(ACP-620) (02/2024 - Present)

Linkedin Learning

The Apollo Academy Alternative Investing Course (02/2024 - Present)

Apollo Global Management, Inc

Indian Fintech Ecosystem (01/2024 - Present)

Udemy

Generative AI (10/2023 - Present)

Linkedin Learning

Payment Risk 101 (10/2024 - Present)

Udemy

Foundation of Project Management (09/2022 - Present)

Coursera

## LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency