

# Anuj Mudgal

91-9599137220 | [anujmudgalgu@gmail.com](mailto:anujmudgalgu@gmail.com) | [LinkedIN](#)

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## WORK EXPERIENCE

**Amadeus Labs (Bangalore)** *Senior Product Consultant* **8th May 2023 - Present**

- Developed and implemented a **customer solution tool**, leading to a **120% faster issue resolution** and **\$20M additional annual revenue** used by Emirates, Singapore, Japan Airlines etc
  - **Led cross-functional collaboration** to construct **comprehensive use cases and user stories**, developed functional flows, and optimized backlog management via Agile Roadmaps, **reducing delivery time by 30%**
  - Proactively working with stakeholders to Construct use cases, user stories, developing functional flow, maintaining backlog Using Agile Roadmap
  - Accelerated Production Resolution cycle by 120% which involved Amadeus APIs and implementing customer Solution Tool Altea Suite (PSS, DCS, Inventory, Reservation, Ticketing, Departure Control). For Established and curated strategic partnerships with 6 out of 10 top Airline companies which resulted in \$20M additional annual revenue in Q1 2024
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**Amazon (Bengaluru)** *Quality Assurance Engineer* **5th Apr 2021 – 30<sup>th</sup> Apr 2023**

- **Managed cross-functional global teams across multiple products**, collaborating with **sales, product management, UX, UI, and engineering** to streamline testing processes and ensure seamless product delivery
  - **Designed and enhanced Salesforce Marketing Cloud (SFMC) dashboards**, leveraging **data analytics** to optimize marketing campaigns, resulting in a **45% improvement in performance**
  - **Identified automation and UI enhancement opportunities**, influencing product design and **enhancing user engagement** through data-driven insights.
  - Developed custom reports and dashboards within SFMC to track campaign performance, providing actionable insights that led to a 15% increase in campaign effectiveness. Identified opportunities and generated innovative ideas, to influence the design direction and make our already popular products even more successful.
  - Curated a \$125M business implementation project that saved ~ \$43.5M on operational inefficiencies between Operations and Development departments annually for Quarterly Launch Pods
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**MetLife ( Noida)** *Senior Business Analyst* **Jul 2018 - Mar 2021**

- Optimized Execution to reduce bugs during Insurance project deployment with consistency and total efficiency of above 80%. Owned and maintained SDLC tools with Strong Experience in BDD framework using Cucumber
- Accomplished completion of 10 Projects with application developers, content management, Developers, SME and Project managers independently earlier than project release date.
- Maintained documentation of test results to assist in debugging and modification of software. Lead moderate to high risk or complexity review activity engagements with Engineering team

- **Analyzed key performance indicators (KPIs) for insurance claims management**, identifying trends and optimizing operational efficiency
  - **Developed and implemented automated testing solutions**, diagnosing and resolving network issues, reducing test execution time by 30%.
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## **SKILLS**

**Product Development, Project Management, SQL, JIRA, Excel, CI/CD Pipeline, Financial Modelling, Agile Methodologies, Data Mining, Data Extraction, AWS CloudWatch, Cloud AWS, DynamoDB, Figma, Manual Testing, API Testing, Data Visualization, Market Analysis, Salesforce CRM, SFMC, Life Insurance, Requirement gathering, Stakeholder Management & Relations, Gap Analysis, Cost Management & Estimation, A/B Testing, High Level Design for Product Mapping, AI Tools**

## **SOFT SKILLS**

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Teamwork

Attention to Detail

Communication

Analytical and Problem Solving

Drive and Initiative

Critical Thinking

## **CERTIFICATION**

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New Product Development - IIM Bangalore

Cloud Virtual Case Study – Deloitte

Certified SAFe 6 Practitioner – Safe Agile

Certified AWS Cloud Practitioner - AWS

Product Analytics Fundamentals – Pendo

GenAI - DataBricks

## **EDUCATION**

**Galgotias University**

**Greater Noida, India**

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B.Tech in Computer Science and Engineering

**2014-2018**