

RAVINDER KAUR

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EDUCATION

The Ohio State University, Fisher College of Business

Aug 2022 - May 2024

- Master of Business Administration - STEM MBA, Analytics
- Recipient of Forte Fellowship

IK Gujral Punjab Technical University

- Bachelor of Technology - Electronics and Communication

RELEVANT EXPERIENCE

Niteo Partners - India

Feb 2017 – Feb 2020

A cashflow-positive tech startup specializing in B2B SaaS products, successfully acquired by IHS Markit

Founding Product Manager | Led 12-members cross-functional team in building SaaS products.

- **Led cross-functional teams of 12+** in building SaaS products from concept to launch, driving \$600M+ in revenue via 2 products – a marketplace and a demand forecasting tool.
- **Conducted comprehensive market research and competitor analysis** to identify market gaps, strategically positioning products to capture market share.
- Developed **customizable solutions using regression analysis** to forecast demand in the pharmaceutical industry, **improving forecasting accuracy by 21%**, saving clients \$250M annually.
- **Collaborated with cross-functional teams** (sales, marketing, engineering) to deliver a three-year product roadmap for a marketplace platform, increasing ARR growth by 14% year on year.
- **Refined features through customer feedback** and created MVP for demand forecasting, adopted for development.

Deloitte Digital - India

Apr 2015 – Sept 2016

Business Analyst/Consultant | Managed 6-member development team and collaborated with cross-functional teams for developing enterprise scale payments platform.

- **Created business and functional requirement documents** for real-time payments feature for peer-to-peer and business transactions, managing 30K transactions monthly for enterprise client.
- **Designed functional and technical inputs** through gap analysis, mapping the as-is system, identifying bottlenecks, and gathering business needs from stakeholders.
- **Utilized Jira workflows** to create and trace 50+ user stories with **Confluence BRDs**, specs, and test plans, establishing metrics that improved project success tracking by **20%**.
- Collaborated with **development and testing teams** to resolve and test defects, reducing post-launch issues by 27%.
- Prioritized features based on **RICE Scoring and feedback from users, creating roadmaps for 5 major launches**.
- Coached developers and testers on requirements, feature, scope and functionality, reducing rework by 36%.
- **Automated Jira X Selenium** to enhance collaboration and efficiency by **reducing 92 work hours/tester**.

Accenture Services - India

May 2009 – Jan 2015

Senior Analyst | Led international business analytics teams for enterprise applications for global BFSI clients.

- **Created user stories for an HRTech product**, improving transparency and accessibility of employee rewards such as insurance, 401K plans, and early retirement planning tools.
- Led the **business analysis** and documentation for Loan Approval process (Barclays), including authentication and authorization, and defining loan eligibility criteria with business workflows.
- Identified gaps in **capital budget approval process** for client (AT&T) **by analyzing** historic project approval processes, recommending actionable improvements in processes by defining workflows.
- **Analyzed commercial card transaction data (JP Morgan)**, providing insights on vendor-specific spend patterns, creating **dashboards and 15+ reports (using Tableau)**.
- **Proactively created** predictive modeling to forecast transaction volumes using commercial card transaction data, increasing 2% revenue.

MBA PROJECTS

Aug 2022 – May 2024

Operational Efficiency - Yard Management System

- **Analyzed data from multiple CRM systems** to deliver actionable insights, resulting in a 42% increase in operational efficiency and a 78% reduction in costs by **streamlining key workflows**.

Vendor Management for retail client (Revenue \$7.42 billion)

- **Redesigned a vendor scorecard** for a retail client (revenue impact of \$1B+), improving compliance and accountability by aligning metrics with updated policies.

Product Manager Intern | The World Bank Group

- **Drove a 32% adoption rate for an AI platform** by identifying and addressing customer resistance using Change Management strategies, improving user engagement and platform utilization.
- **Developed and implemented global marketing strategies** across **109 countries**, ensuring a seamless product launch and coordinated execution across diverse international markets.

SKILLS

Tools: Selenium | Tableau | Jira | Confluence | SharePoint | Power BI | A/B Testing | Data Structures

Languages: SQL | R | Python | C++ | Java