

## Kiran Bala Nagarajan

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Portfolio: <https://kirannagarajan93.wixsite.com/productportfolio>

### SUMMARY

Enthusiastic and results-driven product manager with a focus on data analytics professional with a proven track record in strategic product development, stakeholder management, and driving cross-functional collaboration, to create cutting-edge products that customers love and drive high revenue growth

### PROFESSIONAL EXPERIENCE

#### **DISH Wireless, Denver**

#### **Staff Product Manager**

Mar'22– Present

##### **Achievements**

- **Customer Acquisition/Retention:** Drove overall growth from 30k to 600k within 2 years • Improved Customer Retention by reducing churn rate to 8% from 16%
- **Growth:** Launched B2C service plans and loyalty programs, resulting in an impressive 76% annual subscriber growth rate, gaining 260k new subscribers within the first year
- **Collaboration:** Demonstrated expertise in strategic product development, stakeholder management, and market analysis through effective leadership as the product manager on Gen Mobile (DISH Wireless Brand)

##### **Responsibilities**

- Write product requirements and iterate MVPs on reporting, including commissions, sales status, and revenue pacing to support executive leadership in decision-making
- Prioritized user stories, requirements, enhancements, and issues of Gen Mobile by using different metrics
- Identify growth opportunities in sales performance, set data-driven KPIs to drive sales strategies • Translate customer needs and pain points to the data engineering team to ensure data accuracy and usability
- Conduct monthly voice-of-customer interviews, implement 10+ service plans, and prioritize product roadmap, and user stories in plan enhancements and data integration
- Presented technical and strategic vision and product roadmap to guide our business partner in the development of upgrade and implementation plans based on the business requirements
- Conducted regularly scheduled status meetings with cross-functional teams (engineering, product design UI/UX, marketing), and aligned stakeholders; provided recurring status reports on all open cases and activities to business partner through weekly & monthly meetings
- Led the data replication process from a third-party vendor database to DISH's Snowflake DB, showcasing strong project management and collaboration skills; which reduced data load time by 4 hours to BI systems
- Conduct ongoing A/B Testing of B2C Mobile Subscription Plans for continuous customer satisfaction and product optimization

#### **Tokyo Electron Limited, Austin**

#### **Data Product Manager**

Nov'19– Mar'22

##### **Achievements**

- As Partner for Intel and Samsung (B2B), Designed and launched 10 information dashboards in Power BI for the supply chain department, which increased the Inventory Turnover Ratio from 4 to 7 during the Covid crisis, resulting in MVP (Most Valuable Person) award for the year 2020.
- Spearheaded product development of a forecasting tool for demand capacity, leading to a 40% increase in planning efficiency; driving the increase in total revenue wafers by 10% YoY
- Improved demand capacity forecast model's prediction by 15%
- Lead the transition of the planning department from manual to BI reporting by migrating historical data to Microsoft SQL Server, saving an average of 10 working hours per week

##### **Responsibilities**

- Conduct Voice-of-customer surveys and Identify strategies to reduce the friction in the customer journey
- Designed product KPIs (Inventory Turnover Ratio, Wafer Capacity, Shipments – Wafers, etc.) to optimize the supply chain
- Meet with cross-functional teams daily to improve supply chain efficiency, planning roadmap, and model prediction
- Presented technical and strategic vision and product roadmap to guide our partners in the supply chain and implementation plans based on the business requirements

#### **Arrow Electronics, Inc., Denver**

#### **Intern/Co-Op – Data & Analytics**

May'18 – May'19

##### **Achievements**

- Interned on the Enterprise Data & Analytics Team; **received a return offer** for a co-op position
- **Improved chargeback cost by 5%** by developing forecasting models for next year using Tableau
- Composed custom Tableau reports to analyze financial processes to increase the gross revenue by 125%
- Developed monthly KPI reports to contextualize financial reporting, saving a projected 2,600 work hours annually

##### **Responsibilities**

- Organized daily scrum meetings with international teams to prioritize tasks, provide guidance, and drive progress
- Developed monthly KPI reports of enterprise products and insights for cross-functional leaders to ensure product functionality

**Capgemini, India**

**Senior Analyst**

**October'15– July'17**

**Achievements**

- Created **revenue models** and **wrote reports** for Siemens Healthcare industries that sold to clients for \$310k of revenue.
- Performed **data analysis** to identify weak areas in healthcare, created automated metrics dashboards using Microsoft SQL Server, and Tableau that have saved over \$2.3 million.

**Responsibilities**

- **Design and development** of custom dashboards, metrics, and reports using Power BI and Tableau.
- **Cleaned, and analyzed** over 10 million rows of Siemens Healthcare data in Python, to determine the causes behind unhealthy nodes (e.g., missing data analysis, collinearity issues, and pattern recognition) and **created a data visualization model** in Tableau.
- **Produced** all cost analysis reports and presented to the client and stakeholders on the business services developed for every sprint at Capgemini, demonstrating effective communication and leadership skills.

**EDUCATION**

Master's in Information Science

University of Colorado at Denver

B. Tech in Information Technology

Anna University, Chennai

**TECHNICAL SKILLS**

**Product Management**

Strategic Planning, Cross-functional Collaboration, Project Management, Roadmap Creation, Product Design & Development, Product Analysis, Market Research, JIRA, FIGMA

**Data**

Power BI, Tableau, SAS Visual Analytics, SQL, Python, MySQL, Oracle, AWS