

# ISHIKA SINGH CHANDEL

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## EDUCATION

### The University of Texas at Dallas, Texas

Master of Science, Information Technology and Management (Management Information Systems)

May 2024

GPA – 3.9

### Jaipur National University, India

Bachelor of Technology, Computer Science and Engineering

Jun 2017

GPA – 3.6

## SKILLS

**Product Management:** Product Ideation, Product Road mapping, Agile/Scrum Methodology, Analytical & Problem-Solving Skills, Detail-Oriented, Self-Starter, Flexible, Critical Thinking, Verbal & Written Communication, Time Management, Resource Management

**Databases/Programming:** SQL, Oracle, MongoDB, MySQL, DB2, Google BigQuery, SAP Hana, Snowflake, Python

**Software:** Microsoft Office (Excel, PowerPoint, Project), Tableau, Power BI, Jira, Trello, Confluence, Rest API, Postman, Snaplogic, AWS

**Certification:** Product Analytics by Pendo, Snowflake Hands-On Essentials – Data Warehouse, Tableau Essential Training

## WORK EXPERIENCE

### U.S. CREW CHANGE

Aug 2023 – Present

#### Project Management Analyst Intern

- Assisted Program Manager in effectively managing a portfolio of 10 concurrent projects by **initiating and planning projects** and defining precise objectives, requirements, and timelines.
- Led the development of real-time interactive **dashboards** using Power BI and Excel, visualizing **key performance indicators (KPIs)**, optimizing data-driven executive decision-making, and reducing operational costs by 20%
- Built **innovative solutions** to automate workflows and streamline data management processes, enhancing data accessibility and accuracy while reducing manual workload by 80%

### MINDTREE

Jan 2022 – Jul 2022

#### Team Lead

- Led recurrent product usage analysis, driving strategic planning, and identifying areas for **process improvement**, achieving a 30% revenue growth while reducing user churn by 20%.
- Collaborate cross-functionally** with engineering, UX/UI, and marketing teams to develop Product Requirement Documents (PRDs) and product roadmap, resulting in a streamlined product development lifecycle and a 15% reduction in time-to-market.
- Conducted extensive **market research**, gathered customer requirements, & **analyzed competitor** offerings, led 2 successful **product launches**, contributing to a remarkable 25% increase in overall revenue.

### TYSON FOODS

Mar 2021 – Jan 2022

#### Consultant

- Led **project management office (PMO)** activities, overseeing progress of 80+ objects, communicating, and ensuring timely achievement of project milestones, resulting in consistent delivery of expected scope, as evidenced by a 100% on-time project completion rate.
- Partnered with product owner and stakeholders to implement **agile** methodology such as scrum for efficient development, created **user stories** and led teams in sprint planning, backlog refinement, and **feature prioritization** resulting in a 50% increase in on-time delivery.

### DELOITTE CONSULTING

Dec 2017 – Mar 2021

#### Business Technology Analyst

- Designed and implemented Extract, Transform and Load (**ETL**) pipelines using Snaplogic, integrating legacy ERP systems, and delivering 45 interfaces within budget and on time.
- Assisted product manager in building **product roadmap** & pricing strategy resulting in 20% revenue growth quarterly & projected annual growth of 45%.
- Built and maintained high-volume data (600 million+) migration pipelines integrating various systems (API, Salesforce, SAP, Database) while ensuring data integrity and accuracy

## ACADEMIC PROJECTS

### Product Management Project: Zone ([GITHUB](https://github.com)) ([PowerPoint](#), [Product Road mapping](#), [Product Strategy](#), [Finance Analysis](#))

Mar 2023

- Ideated a product in sports industry, establishing a clear **product vision, mission**, goals, and strategic objectives.
- Spearheaded the creation of a comprehensive product roadmap, feature prioritization, a robust product launch and go-to-market strategy, successfully identified target market segments, and projected a 40% market penetration rate for new products.
- Conducted a thorough financial analysis, including revenue projections, cost assessments, and profitability forecasts for the product, produced a comprehensive financial report, validating the strong financial viability of the product.

### Product Manager - Nebula Labs ([Jira](#), [Confluence](#), [User Persona](#), [Figma](#), [Product Road mapping](#), [Marketing Analysis](#))

Mar 2023 - Present

- Led the end-to-end development of "Jupiter," a comprehensive product designed to centralize student organization information.
- Conducted in-depth market surveys and engaged with a diverse user base (students, organizations, and professors), gathered, determined & translated customer needs into product requirements and identified untapped market opportunities.
- Collaborated closely with cross-functional teams, including engineering and design, to create detailed user personas, product requirement documents (PRDs), UI design using wireframes and an actionable **product roadmap**.

## HONORS AND CLUBS

- Corporate Outreach Team Lead, Project Management Club - University of Texas at Dallas
- Microsoft 365 Specialist Support, Student Worker – University of Texas at Dallas
- General Secretary and Strategy Lead, Student Leadership Council – University of Texas at Dallas
- Event Officer for Envision (Data Visualization) Club – University of Texas at Dallas

Jul 2023 - Present

May 2023 – Aug 2023

Jan 2023 – Present

Sept 2022 – Present