

Darshil Kamlesh Rayjada

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OBJECTIVE

Graduate MIS student with 3+ years in **technical account management and product strategy**, skilled in roadmapping, prioritization, and Agile/Scrum, Seeking a **Product/Project/Technical Program Manager** role to drive innovation, deliver business growth.

EDUCATION

Texas A&M University, College Station

Aug 2025 - May 2027

Master of Science in Management Information Systems

Texas, USA

Gujarat Technological University

Aug 2018 - Jun 2022

Bachelor of Engineering in Electronics & Communication Engineering | GPA: 3.68/4.0

Gujarat, India

EXPERIENCE

eClinicalWorks

Aug 2022 – Aug 2025

Technical Account Manager

Gujarat, India

- Collected and synthesized US healthcare provider **feedback** to shape **product roadmaps** and accelerated feature delivery by **15%**.
- Designed **SQL** queries and **dashboards** to track product adoption, enabling data-driven decision-making.
- Collaborated with cross-functional teams to resolve customer issues and maintain **>99% CSAT**, enhancing client satisfaction.
- Translated **customer pain points** into actionable requirements, improving **product workflows** and user satisfaction.
- Validated server uptime, firewall **protocols**, and service **logs** to ensure reliability and **minimize downtime** across environments.
- Tracked and **analyzed** application errors (JSP/Java) to identify **root causes** and reduce recurring product issues.
- **Monitored** client workflows post-go-live, identifying **inefficiencies** and **recommending** fixes cutting support tickets by **20%**.

TatvaSoft

Nov 2021 – Jul 2022

PHP Trainee Engineer (Internship)

Gujarat, India

- Collaborated with clients to define **product requirements** ensuring development of booking and e-commerce platforms.
- Designed features with **user-centric focus**, validating functionality against **requirements** and **usability expectations**.
- Utilized Technology Stack: PHP 7 (MVC), HTML, CSS, Bootstrap | Database: SQL Server 2017, MySQL | IDE: Visual Studio.

Space Applications Centre, ISRO

Aug 2021 – Sep 2021

Research Intern

Gujarat, India

- **Analyzed** technical requirements and **prototyped** navigation satellite components to accelerate product development.

PROJECTS

- **Strategic Roadmap to Boost ARPU for Tinder** – [\[Article\]](#) Projected 8–12% Average Revenue Per User uplift for Tinder by introducing gamified engagement features and personalized recommendations, extending current 8% YoY growth.
- **Zomato Streak: Gamifying Retention to Win Back Loyal Customers** – [\[Case Study\]](#) Built Power BI dashboards and gamified retention features to reduce churn and enhance customer loyalty.
- **Redesigning LinkedIn Premium: Paywall, Pricing & Monetization Strategy** – [\[Article\]](#) Proposed simplified tiers, student/job-seeker pricing, and value messaging to increase conversions.
- **Strategic Opportunity Analysis for the OpenAI GPT Store** – [\[Case Study\]](#) Identified growth opportunities, recommending AI-curated feeds, creator monetization, and ecosystem health metrics to improve platform adoption.

SKILLS

- **Product Management & Strategy:** Product Design & Strategy, Roadmapping, Competitive Analysis, Market Research, Monetization & Pricing Strategy, Agile/Scrum, Jira, Stakeholder Management, Feature Prioritization, Customer Journey Mapping
- **User Experience & Design:** UX (Wireframing, Prototyping, User Empathy), Use Case Development, User Stories
- **Data Analytics-Dashboarding:** Tableau, Power BI, MS Excel, SPSS, A/B-Hypothesis Testing, Python (NumPy, Pandas, Seaborn)
- **Databases & Tools:** SQL, MySQL, MongoDB, Google Cloud SQL, AWS EC2, BigQuery
- **Technical:** C, JavaScript, HTML, CSS, MATLAB, IoT Log Analysis, MVC, WordPress CMS, MS sharepoint & Office Suite

VOLUNTEER & LEADERSHIP ACTIVITIES

- **GTU TechFest Leader** – Led GTU TechFest, coordinating logistics and participant engagement for large-scale events.
- **Website Management** – Maintained a social-cultural group website, ensuring updated content and smooth UX.
- **NSS Volunteer** – Facilitated education programs for school children in rural areas of Gandhinagar, Organized blood donation and thalassemia camps on campus, Coordinated Environment Day activities including tree plantation and plant watering programs.
- Monitored **cultural programs** and student participation, also participated in GTU **robotics projects** as a club member.

ACHIEVEMENTS

- Recognized for IoT & ML hackathon projects, including ICU Monitoring, Biometric Attendance, and Home Automation systems.
- Top performer in Speed Maths and state-level aptitude competitions, District Music Champion and All India Radio performer, with First-class Up. Visharad in Classical Vocal & Harmonium, received a \$21k In-State tuition waiver at TAMU, Hindi Vinit Cert.
- **Loan Distribution & Prediction System using ML** – [\[Published Research Paper \(IJARESM, Jan 2024\)\]](#).