

# KARTIK KHANDELWAL

## Product Manager



### CONTACT

+91 9509264338

Kartikkhandelwal1104@gmail.com

[www.linkedin.com/in/pm-kartik](https://www.linkedin.com/in/pm-kartik)

78-Tulsi, Shalimar, Alwar

### EDUCATION

#### Masters Of Commerce

Rajasthan University

2024 - Present

#### Bachelor Of Commerce

Rajasthan University

2018 - 2021

#### B.Voc in Hotel Management

DSHM

2017 - 2020

### TECHNICAL SKILLS

- Product Strategy and Roadmapping
- User-Centered Design (UI/UX)
- Market Research and Analysis
- Data-driven Decision Making
- Agile Methodologies (Scrum)
- Backlog Prioritization
- Stakeholder Engagement
- Jira, Confluence, Notion, Play Console
- Prototyping & Wireframing
- Team Leadership and Collaboration

### PROFILE SUMMARY

Innovative Product Manager with expertise in the fantasy sports industry. Skilled in agile methodologies, UI/UX design, and boosting user engagement. Proven track record of enhancing user experiences and driving growth through strategic product development and data analysis.

### KEY ACHIEVEMENTS

**Safe Play Mode:** Introduced a feature aligning participant deadlines with match times and showing player lineups, enhancing accuracy in fantasy team creation. This groundbreaking feature became an industry standard widely adopted.

**Winning Conversion Feature:** Enhanced user engagement by converting winnings to wallet balances, addressing tax concerns and improving user retention.

### WORK EXPERIENCE

#### Product Manager

2023 - Present

MyTeam11 | Jaipur

- Conduct daily scrum meetings to ensure effective team communication and collaboration.
- Manage product backlogs, track amendments, and prioritize tasks based on business value and customer needs.
- Collaborate with the UI/UX team to create intuitive and user-friendly designs in alignment with user expectations.
- Design product personas, wireframes, and prepare comprehensive roadmaps for development guidance and user experience enhancement.
- Regularly engage with stakeholders to understand their requirements, gather feedback, and ensure product satisfaction.
- Coordinate with vendors for feedback integration and requirement gathering, working closely with developers and the UI/UX team.
- Lead sprint planning sessions to ensure alignment with business objectives and efficient task prioritization.
- Prepare comprehensive documents, including product roadmaps, user stories, and project plans, to facilitate clear project understanding and execution.

#### Associate Product Manager

09/2022 - 09/2023

MyTeam11 | Jaipur

- Facilitated daily scrum meetings to enhance team communication and collaboration.
- Prioritized backlog items and tracked amendments based on business value and customer needs.
- Worked closely with the UI/UX team to develop user-friendly designs aligning with user expectations.
- Designed product personas, wireframes, and roadmaps, ensuring alignment with business goals and stakeholder satisfaction as an Associate Product Manager.

## TOOLS

- JIRA
- Confluence
- Whimsical
- Google Play Console
- Figma
- Cucumber

## PERSONAL SKILLS

- Leadership
- Problem-solving
- Strategic thinking
- Communication
- Prioritisation

## CERTIFICATIONS

- Product-led Certification
- Product Analytics
- Operation Management
- Product Lifecycle Management
- Product Management
- Scrum Certified (SFC)
- SQL and Relational Databases
- Fundamentals of Digital Marketing

## AWARDS

**Employee of the year | 2020**

**Shining Star Award | 2021**

**Rising Star Award | 2022**

**The Creative Idea Award | 2023**

## WORK EXPERIENCE

### Sr. CX Business Analyst

08/2021 - 08/2022

MyTeam11 | Jaipur

- Collaborated cross-functionally with software engineering teams to drive customer experience improvements.
- Developed and maintained key performance indicators (KPIs) and dashboards to measure and enhance customer satisfaction.
- Led process improvement initiatives to streamline customer touchpoints and optimize the overall customer journey.
- Leveraged data-driven insights and analytics to drive continuous improvement in customer experience.
- Managed team leave plans and ensured seamless operations during absences.

### CX Business Analyst

07/2020 - 08/2021

MyTeam11 | Jaipur

- Analyzed service metrics, customer feedback, and surveys to identify areas for improving the customer experience.
- Utilized CRM systems and tools to manage customer data, generate reports, and provide actionable recommendations.
- Collaborated with cross-functional teams to implement customer-centric strategies and processes.

### Customer Relation Manager

06/2019 - 06/2020

MyTeam11 | Jaipur

- Built strong customer relationships, understanding their needs, preferences, and feedback.
- Managed and resolved customer inquiries, complaints, and escalations, ensuring high levels of satisfaction.
- Provided in-depth product knowledge, conducted product demonstrations, and facilitated customer onboarding.

### Customer Support Executive

04/2018 - 05/2019

MyTeam11 | Jaipur

- Responded promptly to customer inquiries and provided effective solutions.
- Demonstrated exceptional product knowledge and troubleshooting skills.
- Documented and escalated customer issues for resolution and continuous improvement.

### Administrator

03/2018 - 08/2018

WhyQ | Singapore

- Managed end-to-end delivery processes, ensuring timely and accurate order dispatch.
- Coordinated with delivery staff, scheduled shifts, and provided training to enhance operational efficiency.
- Handled customer inquiries, complaints, and feedback, maintaining high service standards.