

## PROFESSIONAL SUMMARY

Highly strategic and technically adept Product Manager with **5 years of progressive experience** (4+ years in dedicated PM roles), embodying Google's "glue" philosophy by uniting cross-functional teams (Engineering, UX, Marketing, Sales) to drive the **entire product lifecycle** for complex technical products, specializing in network orchestration and process automation. A proven "**voice of the user**," adept at defining **long-term product vision, multi-year roadmaps, and OKRs** that align with strategic business objectives and Google's broader mission. Expert in authoring comprehensive **PRDs**, leveraging **data analysis, A/B testing, and in-depth user research** to solve critical customer pain points. Successfully guided **0-to-1 technical products** from inception to launch for **over 2 years**, delivering impactful solutions that enhanced user experience and achieved significant business outcomes, including a **20% increase in operational efficiency** and substantial reductions in manual processing time for key clients.

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## CORE COMPETENCIES

- **Product Strategy & Vision:** Product Lifecycle Management, **Long-term Vision & Multi-year Roadmap Definition**, Market & User Research, Competitive Analysis, **OKR Setting & Tracking**, Go-to-Market (GTM) Strategy, Business Case Development, **Strategic Alignment (Google's Mission & Business Objectives)**, **User Empathy**, **User-Centered Design**.
  - **Product Execution & Launch:** Product Requirement Documents (PRDs), Agile/Scrum Methodologies, Sprint Planning, **Cross-functional Leadership & Influence**, **Data-Driven Iteration (A/B Testing, Analytics)**, Launch Management, Defect Tracking, UAT, **System Design & Technical Trade-off Discussions**, **Experimentation, Hypothesis Testing**.
  - **Technical Acumen:** System Design & Architecture, **Technical Trade-off Analysis**, API Integration, Networking (SDN, SD-WAN), RPA, SQL, Data Modeling, **Cloud Platforms (GCP, AWS, Azure)**, Java, C#.
  - **Cross-functional Collaboration & Leadership:** Stakeholder Management, **Influencing without Formal Authority**, Exceptional Communication (Verbal & Written), Organizational Leadership, User Advocacy, Conflict Resolution, **Team Alignment & Consensus Building**.
  - **Tools & Platforms:** Jira, Confluence, Figma, Whimsical, Tableau, Power BI, Mixpanel, Google Analytics, MS Office Suite, UiPath.
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## WORK EXPERIENCE

Product Manager | [Company Name - if different from Airodigital]

May 2023 – Present

- Led the **end-to-end product lifecycle** for a new **technical Network Orchestration and Monitoring tool** (a **0-to-1 product**), defining its **long-term vision and multi-year roadmap** that aligned with broader organizational mission to enhance enterprise

**digital transformation and strategic business objectives.**

- Acted as the 'voice of the user' by conducting in-depth market, competitive, and qualitative/quantitative user research (e.g., interviews, surveys, usability studies), synthesizing insights from 15+ stakeholders to translate complex requirements into detailed PRDs and user stories that solved critical customer pain points.
- Collaborated closely with Engineering, actively participating in system design and technical trade-off conversations (e.g., evaluating architectural choices, performance vs. cost) to ensure feasibility, scalability, and a user-centric focus for SDN and SD-WAN capabilities.
- Drove the execution and successful launch of key modules (Conductor Workflow, Form Builder) for a Process Orchestrator tool, defining and tracking OKRs that resulted in a 25% enhancement in operational efficiency for internal OSS/BSS suites and reduced manual processing time by 10 hours/week.
- Enhanced product security and automation by integrating Access Control List (ACL) and Copilot functionalities, leveraging performance data and user feedback to iterate quickly, resulting in a 15% reduction in potential security vulnerabilities and a 20% improvement in user workflow efficiency.
- Acted as the primary link and 'glue' between Engineering, UX, and Sales teams, influencing feature prioritization and roadmap decisions without formal authority by presenting data-backed insights and strategic alignment, fostering high stakeholder satisfaction.
- Streamlined defect resolution processes, reducing the bug backlog by 30% and orchestrating successful User Acceptance Testing (UAT) for 5 client applications, ensuring high-quality product rollouts and accelerated iteration cycles.
- Orchestrated weekly cross-functional review meetings, fostering alignment and collaboration across Engineering, UX, and Marketing teams on product milestones, ensuring seamless, on-time launches for 10+ features and adherence to Go-to-Market strategies.
- Leveraged robust data analysis (e.g., SQL queries, Tableau dashboards) and A/B testing insights to evaluate product performance and drive rapid iteration on features, resulting in a 15% increase in user engagement for core functionalities.

### **Product-Focused Business Analyst & RPA Consultant (Freelance)**

June 2021 – Dec 2022

- Translated complex client business requirements into detailed user stories and acceptance criteria, acting as a critical bridge between business stakeholders and technical teams to guide development and deliver 10+ solutions for 5 diverse clients.
- Conducted in-depth requirements gathering and analysis for 5 diverse clients, proactively identifying critical customer pain points and proposing data-driven technical solutions that improved operational efficiency by an average of 20%.
- Configured and managed test environments, ensuring robust execution of 100+ test cases and accurate defect identification for client-specific solutions, contributing to a 15% reduction in post-launch issues.
- Facilitated regular review meetings with clients and development teams, managing expectations and influencing alignment on project progress and feedback to ensure adherence to project timelines and client satisfaction.
- Executed comprehensive test cases and performed root cause analysis for 50+ identified defects, directly contributing to enhanced product quality and stability.
- Implemented and managed a structured defect tracking process, ensuring timely resolution of 25+ critical bugs across 5 client projects, significantly improving product

reliability.

- Provided clear and concise communication to Test Managers and stakeholders on testing progress, risks, and outcomes, ensuring transparency and informed decision-making throughout project lifecycles.
- Orchestrated User Acceptance Testing (UAT) sessions with clients, gathering critical feedback and ensuring final solutions met complex business requirements and user expectations.

### RPA Analyst & Process Automation Specialist | Airodigital Labs Pvt. Ltd.

Feb 2020 – June 2021

- Analyzed complex business process flowcharts to identify automation opportunities, **designing and proposing data-driven, cost-effective RPA solutions** with the goal of improving operational efficiency by **15%**.
- Developed and implemented 3 automated programs using UiPath, **directly addressing identified pain points** by reducing manual processing time by **8 hours/week** and improving data accuracy by **10%** for client operations.
- Conducted rigorous testing and validation of automated software solutions within client environments, ensuring robust performance, scalability, and adherence to detailed specifications.
- Independently developed and deployed 3 RPA tools into production, ensuring seamless integration and achieving **12% efficiency gains** for critical business processes.
- Proactively identified and documented 10+ critical bugs, proposing actionable improvements that contributed to a **5% enhancement in software stability and user experience**, thereby **informing future product iterations**.
- Executed comprehensive manual testing on 4 critical client applications, ensuring quality assurance and adherence to functional requirements prior to deployment, minimizing post-deployment issues.

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## EDUCATION

- **B. Tech. (Computer Science & Engineering)** | S.H.U.A.T.S., Prayagraj | 2015 – 2019