Nisha Chauhan

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PROFILE

Product Manager with a Master's in Engineering Management and 4+ years of experience leading data driven innovations across consulting, e-commerce, and education. Adept in driving AI/ML product lifecycles, defining data strategies, and delivering intelligent, user-centric digital solutions through agile project management and cross-functional collaboration.

EXPERIENCE

Sr. Product Manager, MyEdMaster, Leesburg, VA   **Aug 2025 – present**

- Led a cross-functional team of 12 AI engineers and data scientists to **design and deploy robust monitoring and alerting systems for our in-house AI tutoring agent**, achieving a 37% improvement in student learning outcomes.
- Researched and analyzed educational landscape to identify key market gaps and served as **SME in developing an AI personalization learning feature,** establishing a primary differentiator with a 28% boost in new user acquisition.
- Facilitated scrum ceremonies with cross functional teams to define product goals, manage sprint backlogs and prioritized user stories for adaptive learning features, **aligning development with educational KPIs and reducing GTM by 27%**.
- Developed interactive Power BI dashboards, tracking KPI metrics such as student engagement, assessment accuracy, and system performance, **providing real-time insights to stakeholder** for informed decision-making with a 99.9% uptime.

Associate Product Manager, Capgemini, India   **Dec 2020 – Jul 2023**

- Developed **product roadmaps for 4 major product lines**, by effectively aligning stakeholders across 5 cross-functional departments and influencing strategic product decisions through data-driven insights and collaborative leadership.
- Facilitated daily standups, sprint planning, and retrospectives for cross-functional teams of 24 members in collaboration with senior product managers, **improved team velocity by 45% over 6 months**.
- Implemented structured feedback loops across 4 cross-functional client and **conducted post-purchase workflow audits**, **identifying fraud risks and inefficiencies**, leading to product enhancements and risk mitigation strategies.
- Led defect triage meetings with QA Leads and Developers and **implemented a JIRA defect tracking system to resolve 350+ critical customer issues**, leading a 90% reduction in post-release defects and significantly improving team efficiency.
- Analyzed market trends to uncover product opportunities, resolved key user pain points and enhanced cross-platform experience **while maintaining a 4.8/5.0 user satisfaction rating across web and native applications.**
- Maintained PRDs, BRDs, FRDs, sprint backlogs and product roadmap in Confluence, **creating a single source of information for 25+ product artifacts** for 50+ sprints, improving seamless communication across 27+ team members.

Business Consultant, Bunaai, India   **Apr 2020 – Sept 2020**

- Streamlined order fulfillment and returns by **implementing Kanban and scrum boards**, boosting supply chain efficiency by 18% and reducing product delivery delay complaints by 30%.
- Developed **Excel dashboards** for tracking sales, conversion rates, AOV, customer satisfaction, return rates, and inventory turnover, and provided actionable insights that reduced stockouts by 22%, and improved overall operational efficiency.
- Conducted comprehensive **SWOT** and **competitor analysis to identify market gaps** in ethnic and fusion wear, enabling Bunaai to strategically expand product lines and capture a 15% larger share of the online ethnic fashion market.
- Leveraged **Google Analytics to analyze traffic sources**, user behavior, and sales funnels, identifying drop-off points and recommending UI/UX changes that reduced cart abandonment by 18%.
- Synthesized complex stakeholder requirements into a comprehensive product roadmap that balanced immediate revenue opportunities with long-term technical debt reduction, **prioritizing features that delivered 3x ROI**.

LEADERSHIP

Graduate Ambassador, George Washington University-School of Engineering, DC   **Aug 2024 – May 2025**

- Represented GWU at global outreach events, national conferences focusing on strengthening the university's presence across key regions and mentored graduates for career opportunities and supported students during transition phases.

People Operations Leader, AIESEC, India   **Dec 2021 - Feb 2022**

- Led nationwide educational campaigns across India in collaboration with startups and international NGOs and launched AIESEC growth platforms that empowered 5k+ women through global internships in education, healthcare, and finance.

EDUCATION

- **Masters in Engineering Management**, George Washington University, Washington, DC   **Aug 2023 - May 2025**
- **Bachelors in Computer Science Engineering**, Rajasthan Technical University, India   **Aug 2016 - Sept 2020**

SKILLS

- **Product Management:** PDLC, Agile/Scrum Methodologies, Stakeholder Analysis, Requirements Gathering, GTM Strategy.
- **AI & Data Analysis:** AI/ML Product Strategy, AI Ops, MLOps, Prompt Engineering, Data Visualization and Reporting.
- **Business:** Market Research, SWOT, CRM Analytics, Risk Mitigation, Business Analysis, Business Case Development.
- **Tools:** Monday.com, Salesforce, HubSpot, Looker, Tableau, Google Analytics, JIRA, Confluence, AutoML, Mlflow, SQL.