

Adit Jain

Product Manager | Customer-Centric Solutions | Data-Driven Strategy | Agile & UX Expert
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SUMMARY

Product Manager with 3+ years of experience leading full product lifecycles, digital transformation initiatives, and cross-functional teams. Proven track record of increasing feature delivery by 35%, improving operational efficiency, and shipping scalable SaaS products. Adept at using data, market research, and agile practices to drive user adoption, engagement, and retention. Passionate about building human-centric, high-impact digital experiences.

WORK EXPERIENCE

Product Manager, FLASHFIRE

Jul 2024 - May 2025

- Boosted sprint velocity by 35% by refining agile workflows, conducting weekly deployment reviews, and enhancing cross-functional alignment—resulting in the delivery of 45 features per sprint and saving 100+ engineering hours monthly.
- Improved job fulfilment accuracy by implementing a job validation workflow, increasing work order completion from 83% to 90% and cutting fulfilment errors by 40%, directly minimizing revenue leakage.
- Deployed real-time KPI scorecards to enhance visibility into performance metrics across teams, streamlining planning cycles and cutting project preparation time by 30%.
- Automated SMB work order processing, reducing quote turnaround from 3 days to 1.5, while launching a priority-based assignment system that drove a 25% improvement in lead conversion rates.
- Reduced follow-up delays by 33% through automation of real-time job status notifications, improving customer response rates and saving over 15 man-hours per week in coordination efforts.
- Led a UTM-tracked rebranding campaign across digital channels, driving an 18% increase in brand engagement and lowering customer churn through targeted performance marketing strategies.

Program Coordinator, Qubit.

Mar 2024 - Dec 2024

- Coordinated end-to-end logistics for 100+ university events, leveraging Excel-based scheduling tools and vendor management systems to boost service reliability and guest satisfaction scores by 22%.
- Introduced a centralized feedback and incident tracking system, resolving 95% of service issues within 24 hours and enhancing stakeholder communication across 5+ university departments.
- Collaborated with culinary and procurement teams to implement data-driven inventory controls, minimizing overstocking and reducing per-event food surplus by 30%.

Associate Product Manager, Global Services

Jun 2022 - Feb 2023

- Designed and implemented a Finance Module for seamless fundraising, fund transfers, and expense tracking, improving financial transparency by 90%, along with key features such as project management, CRM, prospect management, and ticketing modules.
- Conducted market research and competitor analysis across 10+ companies, interviewed 50+ target users, and developed a data-driven business model that increased projected fundraising efficiency by 40%.
- Enhanced event management with an advanced ticketing module, increasing efficiency by 50% and enabling streamlined ticket sales and tracking for organizational events.
- Built and managed 10+ channel partnerships, expanding the company's reach to over 5,000 nonprofit organizations and securing 150+ nonprofits ready to subscribe at launch based on the clickable prototype.
- Built and optimized a hierarchical leadership module with six levels of access control for appointment, termination, promotions, and approvals, streamlining decision-making with affiliation-based approval workflows.

LEADERSHIP & VOLUNTEERING

Strategic Growth Advisor, Cathartic
Department Senator, Viterbi Graduate Student Association

SKILLS

Product Management & Strategy :	Product Development, Go-To-Market Strategy, Product Marketing, Market Research, Roadmapping Tools, Agile Methodologies, Scrum, Kanban, SAFe, Risk Mitigation, Cross-Functional Collaboration, Stakeholder Management, Customer Journey Mapping, KPI/OKR Ownership
Tools & Software :	Jira, Trello, Aha!, Notion, Confluence
Design & Collaboration :	Figma, Miro, Adobe Creative Suite, Sketch, Canva, PowerPoint
Data & Analytics :	Microsoft Excel, Google Analytics, HubSpot, Power BI, Meta Business Suite
Programming & Web Technologies :	Python, C, HTML, CSS, SQL, Bubble
Certifications :	Project Management Essentials Certified, Risk Management & Insurance Planning

EDUCATION

University of Southern California, Los Angeles, CA, United States - Master of Science, Engineering Management
Dean's Master's Scholarship
UPES, Punjab, India - Bachelor of Engineering, Computer Science
Specialisation: UX/UI