



Shriram Jayaraman
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Featured

Product Manager seeking roles in Project Management, Web Development, System Analysis, Technical Architecture, Agile Methodology, Requirement Gathering, Process Improvement, Client Management, Python, Data Science

Current Designation: Product Manager	Total Experience: 6 Year(s) 0 Month(s)
Current Company: Reliance jio	Notice Period: 2 Months
Current Location: Bengaluru / Bangalore	Highest Degree: MBA/PGDM[Operations and IT]
Pref. Location: Bengaluru / Bangalore, Pune, Gurgaon	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Product Mgr	
Industry: Telecom/ISP	
Marital Status: Single/unmarried	
Key Skills: Product Manager, Project Management, Web Development, System Analysis, Technical Architecture, Agile Methodology, Requirement Gathering, Process Improvement, Client Management, Python, Data Science	
Verified : Phone Number Email - id	

Last Active: **Jan-Mar 2021** Last Modified: **Jan-Mar 2021**

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Summary

Result-oriented Professional with over 6 years of experience in Project Management, Web Development, System Analysis, Technical Architecture, Agile Methodology, Requirement Gathering, Process Improvement, Client Management, Python, Data Science

Work Experience

EXPEDIA - COGNIZANT TECHNOLOGY SOLUTIONS as Technical Product Manager Aug 2018 to Feb 2020

Technical Product Manager for Expedia's Loyalty Rewards Program
 Redesign Loyalty Platform to Microservices architecture - Reduced time to market, Improve partner acquisition
 Set up monitoring dashboard with engagement metrics to enable behavior driven development
 Rolled out Pay with Points globally for all LOBs - Increased Conversion rate by 6.5%; dropout reduced by 2.3%
 Saved \$600k in customer service calls
 Planned product launch scope on Gantt Chart to enter market with minimum viable product - Lowered time to market. This coupled with the monitoring dashboard gave us a rich understanding of customer behaviour
 Update the program to improve customer experience and engagement - reduced number of calls by 40% during the new year season

Reliance jio as Product Manager Aug 2018 to Till Date

Developing a content aggregation platform for Jio TV using voice and AI to search for movies and TV shows using Natural Language Understanding catering to 17000 active users growing by 17% Mo-M
 Redesigning the search feature to include Keywords and Tags
 Analysing user behaviour and identifying potential use cases for search
 Created a crawler that can search through the web and collect metadata from IMDB, TMDB and wiki
 Identifying potential content partners and managing relationships
 Creating an education platform for school and college education with 30+ courses in 3 languages
 Content curation, user experience design and partner management

BRITISH AIRWAYS.com as Product Owner Mar 2015 to Jul 2018

Agile project management - Creating product backlog, backlog refinement and story prioritization
 Rolled out the Prime Sale (SFD) application globally - 10% of revenue
 Increased the ancillary revenue through setting propensity rules that dynamically offer packages to customers
 Reduced the dropout rates by 2.5%
 Transformed E2E post-booking services via responsive web design leading to a 50% drop in maintenance cost

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Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Education

UG: **B.Tech/B.E. (Biomedical engineering)** from **Vellore Institute of Technology (VIT)** in **2011**

PG: **MBA/PGDM (Operations and IT)** from **Narsee Monjee Institute Of Management Studies (NMIMS)** in **2014**

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IT Skills

Skill Name	Version	Last Used	Experience
AGILE		2017	2 Year(s)
SCRUM		2017	2 Year(s)
Subject matter expertise	airlines	2017	3 Year(s) 3 Month(s)
RESERVATION SYSTEM			
MATLAB			6 Year(s)
EXCEL			9 Year(s)
AMADEUS		2017	2 Year(s)
IT Project Management		2017	2 Year(s)
SAAS		2017	2 Year(s)
POWERPOINT		2017	15 Year(s)

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Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert	✓	✓	✓
Hindi	Proficient	✓	✓	✓
Tamil	Proficient	✓	✓	✓

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Projects

Project Title: Program Updates to Expedia's Loyalty Rewards Program

Client: **Expedia**

Nature of Employment: **Full Time**

Role: **Project Leader**

Duration: **Dec 2018 - Till Date**

Onsite / Offsite: **Offsite**

Team Size: **6**

Project Details: **Reduce customer complaints by 40% in the first 6 weeks of the New Year**

Analyse the customer complaints and figured out the most common complaints

Improve the Loyalty rewards program to smooth out the edge cases

Will save \$600k

Project Title: Product Owner

Client: **British Airways**

Nature of Employment: **Full Time**

Duration: **Apr 2015 - Mar 2018**

Onsite / Offsite: **Onsite**

Project Details: **Own the end to end software development life cycle of products.**

Retirement gathering, Client engagement, user experience design and consulting, agile project management, backlog grooming

Project Title: Presales Consultant

Client: **airlines**

Nature of Employment: **Full Time**

Role: **Domain Expert**

Duration: **May 2014 - Sep 2015**

Onsite / Offsite: **Offsite**

Skill Used: **sales, analytical skills, marketing, airlines domain knowledge,**

Role Description: **managed bids for several airline and airports. Did a competitor analysis and identified white spaces in over 40 airlines and airports. Led the sales pitch**

developed GTM strategies

technology roadmap for airports

Project Details: **PRESALES CONSULTING FOR THE AIRLINE DOMAIN**

- **Identified white spaces led the sales pitch for over 40 airlines and airports**

- **Studied the digital strategy of European countries in public transport and led the sales pitch for each country**

- **Created POCs and GTM strategies for 5 products that are now in the development phase that has created business worth \$ 5m**

- **Led the sales pitch to 5 clients which cumulatively won us projects worth \$ 75m**

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Affirmative Action

Category: **General**

Physically Challenged: **No**

Work Authorization

Job Type: **Permanent**

Employment Status: **Full time**

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