Bhavya Garg
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Professional SUMMARY:

· Around **9 years** of experience as a IT Professional in Product Management with demonstrated capability to work in various **Software Development Lifecycle (SDLC)** methodologies such as **Waterfall** and **Agile (SAFe, Scrum)**

· Capabilities in all aspects of **Software Development / Analytical Analysis/ Data Analytics** ; expertise in devising pr oduct roadmap and strategy, providing support for product launches, monitoring product performance and acquiring customer s ' feedback to institute product improvements, and identifying potential gaps.

· Experienced user of data analytics software, such as **Tab leau, Power BI, JIRA , Google Data Studio**.

· Proficient in data flow/business flow diagrams using **UML, MS Visio (ERD).**

· Product plans and product backlogs that established development priorities for each release and mitigate roadblocks impacting successful tea m completion of release goals and hands on converting product vision into features, epics, and user stories.

· Experience in querying and analysing and with **SQL/MS SQL** platforms to investigate large and diverse data sets.

· Solid knowledge on **RESTful API** archi tecture, 3 tier IT environment and **API** testing independently using **SOAP UI**.

· Strong collaboration skills with internal/external customers and multi- functional teams both in **Scrum** and **Kanban**.

· Managing the Program Schedule which identifies the Milestone and High- level dependencies for all the projects within the program and establishes project plans.

· Collaborated with stakeholder to discuss Requirements, **Pain Points, Use Cases, Workflow Dependencies, Scalability,** and **Unified Mapping Processes**.

· E nsured team utilized **Agile Scrum methodologies** efficiently by collaborating with project team using Slack as a communication tool to collaborate with lead developer and **Scrum master** to quickly eliminate Roadblocks, discuss work agreements, identify **Definit ion of Done (DoD)** and set quantifiable team goals.

· Extensive experience with **GAP (As- Is and To- Be processes of the business entity), Impact, Risk, SWOT, Cost-Benefit Analysis, Root Cause Analysis,** and **Risk Analysis**.

· Working knowledge of databases such as **O racle, DB2** , and **SQL Server** for **Data Processing, Data Mapping, Data Modeling, Extraction, Transformation, and Loading (ETL), Data Standardization, Cleansing, Scrubbing, Deduplication** , and **Normalization** and **Data Visualization** and reporting applications such as **Tableau** and **SQL Server reporting services (SSRS)**.

· Expertise in Enterprise and **Mart Level Architecture, Data Modeling, Relational** and **Dimensional Star Schema, data quality, data migration** and **data integration ETL process, Meta Data Management,** and **OLAP reporting**

· Responsible for the delivery of end- to- end solutions by working closely with Business, Analytic Users, Development and Operations teams.

TECHNICAL SKILLS:

R	CSS
Python	Text Mining
Shell Scripting	Tableau
CRM	Google Data Studio
PL/SQL	OPtimization

HTML	Data ANalytics
Machine Learning	Product MAnagement
Digital Marketing	JIRA/Conflunece

Professional Experience:

Auriga Polymers, Chicago, IL   Aug 2020 – Till date
Technical Product Manager

RESPONSIBLITIES:
- Collaborating with IT and logistics teams, developers, engineers for planning, developing, and marketing automation tools.
- Involved in gathering business requirements by conducting a series of meetings and brain storming sessions with the business users
- Designed and developed Interactive Dashboards and reports with, guided navigation, filters, and prompts.
- Established criteria for each milestone within product roadmap as mean to measure developmental progress.
- Monitoring the key performance indicators for product effectiveness.
- Developed SQL queries to validate data from reports against the database.
- Identified trends in sales and logistical data using descriptive analytics in SQL and Python.
- Using CRM and creating portfolios for marketing by using marketing analytics and sentiment analysis.
- Building an automation tool in Python to streamline financial reporting and reduce man hours by 97%.
- Using NLP Techniques in R and Text Analytics to do market research and analysis.
- Mitigate technical risks and work with data pipelines and automated systems.
- Responsible for running product meetings with weekly reviews and providing feedback.
- Creating product requirement documents and managing a business development team.

ENVIRONMENT: JIRA, Jupiter, SQL, Confluence, R, Machine Learning

GoPetie |San Francisco, CA   Apr 2020 – Aug 2020
Product Manager

RESPONSIBLITIES:
- Developed marketing personas and campaigns in CRM using NLP techniques fo r analysis in R on survey data of municipal corporations for which we won a business proposal competition held across multiple business schools.
- Worked with highly collaborative Agile team environment including participation in daily stand-ups, user story authoring and grooming, and release management planning.
- Created Monitoring Dashboard that helps internal operations team to support issues of Vendors, Sub-Vendors &manufacturers.
- Worked with development team to define and implement customer change request s to enhance product functionality.
- Distinguished product issues and gathered information on customer experiences.
- Collaborated with business analysts, board members and county officials to make business decisions and to market the NEXT license, a product to license pets.
- Building Dashboards using Tableau and reporting the insights using statistical analysis.
- Responsible for market research and evaluating forecasts performance.
- Monitoring performance and research market trends
- Building Dashboards using Tableau and reporting the insights using statistical analysis.

ENVIRONMENT: Salesforce CRM, JIRA, Machine Learning, Data Analysis

Hult Business School |San Francisco, CA   Aug 2019 – Aug 2020

Product Analyst

RESPONSIBLITIES:
· Developed Monthly & Annual Dashboard Reports that helps our internal stake holders to take product level decisions.
· Gathered and translated business requirements into detailed, production- level technical specifications, new Features, and enhancements to existing technical business functionality.
· Solving internal conflicts between team members and solved student needs and problems.
· Planned and marketed different college events and prioritized student requirements by collaborating with different clients and team members.
· Awarded as most influential person for having a positive impact on the community.

ENVIRONMENT: R, Python, Text Mining, Machine Learning, Text Analytics

Infosys Limited |Bangalore, India   Feb 2015 – Aug 2019

Senior Software Engineer

Client: First Canadian Title   (June 2018-Aug 2019)

RESPONSIBLITIES:
· Improved the distribution and assignment of wo rkload between team members based on their bandwidth and skillset by creating a process that would breakdown and bucketize a project into subset work modules, resulting in increasing the efficiency of teammates by 90% and meeting project deadlines. This led to $1 Million dollar of project savings to the client.
· Involved in the Database design and application development to support the creation and management of online business units for business users and customers usage.
· Interpret data, analyze results and provide intelligent insights to the business to help identify areas of opportunity and improvement.
· Created and designed web-based forms and managed the database.
· Led the module and managing team of 8, interacting with clients directly for requirement analysis and weekly status.

Client: Anheuser-Busch InBev (Budweiser)   (Feb 2016 -June 2018)

RESPONSIBLITIES:
· Performed requirement analysis and solution design for Prod ID expansion project, a project to expand the range of allowed unique product IDs, by collaborating with front end teams, testing teams and consultants.
· As a part of the Prod ID expansion project, migrated the database to reduce front end effort for data mitigation. Responsible for project scheduling and coordination between different disciplines.
· Solved problems using Oracle PL/SQL and handled v arious application databases and by complex queries stored procedure, triggers, functions, code enhancement, unit testing and deployment as per the requirements.
· Maintained the client- customer relationship, through status update calls, problem solving and analytical approach as per the business requirements.
· Managed a team of six and was also responsible for team recreational activities.

Client: Nordstrom   (Feb 2015 -Jan 2016)

RESPONSIBLITIES:
· Developed shell scripts and provided solutions to interface with oracle packages via SQL to run RMS systems, solve client queries and to perform data mitigation from RMS 9- RMS 14.
· Solved problems of retail management and PL/SQL and worked on NGEN- PH4 team, involved in instance split between US and
· Canadian Nordstrom warehouses.
· Used JIRA for ticket management.

Client: Other Short-term projects   (Feb 2015 -Aug 2019)

RESPONSIBLITIES:
  · Also worked on some short- term projects and collaborated with other teams . Some of the clients were GAP, American Express, IKEA, Starbucks, Pepsi co.
  · Helped with database problems using SQL and other technical implementations.
  · Built front end/ back end features and wrote detailed user stories for engineering teams

ENVIRONMENT: PL/SQL, Toad, SQL server, Jira, RMS, Confluence

Teleperformance |India   Aug 2014 – Feb 2015
Technical Analyst (Product)
Client: Microsoft

RESPONSIBLITIES:
  · Handled high touch escalations client cases related to Microsoft products such as Windows and Office providing quick solutions.
  · Improved efficiency for complex problems generating client and managerial appreciation.
  · Used SQL to provide client solutions and complicated technical queries.

ENVIRONMENT: Microsoft office tools

Pratham Software's |India   Feb 2013 – Jul 2014
BI Developer /Analyst
RESPONSIBLITIES:
  · Learned about product lifecycle, website designing.
  · Monitored ETL tools for retail products and learned about business intelligence.
  · Created an online mobile shop as a part of training project and analyzed the market trends
  · Tested and evaluated different modules in all the programs and developed the modifications
  · Researched, designed, and implemented the software.

ENVIRONMENT: SQL