Durham, NC

# Reshmika Dhandapani

+1(984)281-9643

Product Portfolio    www.linkedin.com/in/reshmika-dhandapani    rd252@duke.edu

## EDUCATION

**Master of Engineering Management | Duke University, USA | (CGPA: 3.88/4.0)**          **August 2022 – December 2023**
- *Relevant Coursework:* Data Visualization and Analytics, Design Thinking and Innovation, Marketing, Finance, Competitive Strategies, Program Management, Negotiations and Consultative Selling in Technology, Strategic Modelling and Business Dynamics
- *Student Organizations*: Engineering Master's Student Advisory Board; Product Management Club - Core Member

**Bachelors in Electronics and Communication Engineering | Anna University, India | (CGPA: 3.7/4.0)**          **August 2017 – July 2021**
- Awarded 4th place out of 250 teams for the project "Sign Language to Text and Voice Conversion Using Machine Learning."

## RELEVANT EXPERIENCE

**Platform Product Management Intern | Carrier, USA**          **June 2023 – Present**
- Conducted in-depth API landscape assessment, interviewing 15+ product managers, coordinating diverse teams across 45+ services, enabling a strategic API implementation for seamless and rapid integration, expected to boost platform adoption rate by 35%.
- Transformed API service inventory into a comprehensive Product Roadmap, translating it further into product epics through prioritization, managing timelines and development planning to establish robust data governance.
- Led the development of an edge device Proof of Concept (PoC) through comprehensive market research, in-depth analysis of 5+ vendors, and a thorough examination of competitors.

**Student Product Consultant | Pilleve, USA**          **August 2022 – December 2022**
- Collaborated with 5 design thinking consultants to develop a product strategy aimed at boosting future platform adoption rate, leveraging business reports, competitive analysis, surveys, and conducting 50+ user interviews.
- Identified significant user pain points, proposed 3 features as new recommendations that would increase user acquisition and engagement by over 60% and defined 4 KPI metrics for product success.

**Associate Software Engineer | Accenture, India**          **August 2021 – June 2022**
- Collaborated with lead QA tester and data program manager to convert product requirement documents to actionable test scenarios; wrote 40% of final test cases leading to 50% increase in team efficiency.
- Executed functional testing by automating 300+ test scenarios using Selenium, saving 150+ work hours for 5 QA Engineers.
- Interacted closely with cross-functional teams to find root-cause analysis for debugging issues related to builds and deployments.
- Co-developed a comprehensive testing and defect-tracking documentation, achieving a 100% closure rate.
- Earned commendation within 3 months for proactive production support and adept identification and resolution of critical bugs.

**Product Manager Fellow | Nextleap, India**          **April 2022 – June 2022**
- Synthesized a qualitative UX research from 30+ user interviews to identify pain points for an e-commerce delivery app and employed strategic feature scoping via prioritization, crafted app wireframes, and developed a prototype for a novel feature.
- Structured and designed a user-centric landing page with a compelling call-to-action, achieving a 59% conversion rate and integrated Google Analytics dashboard to the landing page to accurately track user engagement metrics.

**Junior Machine Learning Engineer | Omdena, Remote**          **January 2021 – June 2021**
- Co-built a Natural Language Processing web application by employing tools such as Labelbox and Peltarion for annotating the datasets from thousands of raw clinical studies and patient counts leading to repurposing 80+ drugs for cancer.
- Spearheaded a team of 10 ML engineers to develop an automated data extraction process to create a structured database, increasing 35%-work efficiency.

## LEADERSHIP EXPERIENCE

**Community Builder | The Product Folks, India**          **January 2022 – May 2022**
- Led a 4-member team in the "Product Teardown" initiative, boosting engagement by 30% and attracting 200+ users in 3 months.
- Managed branding & marketing; increased conversion by 15% via e-mail marketing, content creation and social media management.

**Joint Secretary, Community Chair | Rotaract Club of SRMEEC, India**          **July 2018 – June 2020**
- Facilitated 30+ events with 1000+ volunteers in 2 years; raised $2500 for first community fundraiser project.
- Orchestrated a marketing campaign yielding a 40% increase in sign-ups YoY; leveraged member survey data to drive engagement.

## SKILLS & CERTIFICATIONS

**Skills:** Data Visualisation, Machine Learning, Project Planning, Market Research, Stakeholder and Client Management, Data Analysis, Agile Product Development, Problem Solving, Risk and Issue Management, Budget/ Resource Management, Cross Collaboration

**Tools:** MS Office, Python, SQL, Google Analytics, T-SQL, Power BI (DAX query), R Programming, Tableau, Figma, Jira, Asana, Smartsheet

**Certifications:** Certified Scrum Product Owner (June 2023 – June 2025), Business Metrics for Data Driven Companies, Deep Learning Specialization by DeepLearning.ai, IBM Enterprise Design Thinking Practitioner