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Abhishek Masiwal

Professional Summary

Seasoned IT product & program management professional with 7+ years of experience in tech industry with a unique oversight for critical info technology programs. Innovative and driven with passion for delivering high-quality work, detail-oriented and focused on maintaining organization and identifying opportunities for process improvements. Skilled at overseeing complex, high-value technical projects with excellent planning competencies. Detail-oriented team player with strong organizational skills and the ability to handle multiple projects simultaneously with a high degree of accuracy.

Work History

Conduent Inc, VA - Senior IT Product Manager
08/2021 - Current

- **Modeled and coached teams** to translate vision and strategy into a prioritized roadmap, leveraging in-depth understanding of customer needs, market research, competitive analysis, and alignment with Microsoft's business objectives.
- **Led a diverse portfolio of 50+ high-stakes products**, surpassing quality, schedule, and budget targets; garnered remarkable 4.5 basis-point customer satisfaction rating, underscoring dedication to delivering exceptional results.
- **Communicated platform product strategy** to internal and external stakeholders, fostering consensus through various channels such as conference presentations and partnerships.
- **Defined the long-term vision and strategy** for an intelligent B2C communication platform, empowering developers to harness generative AI for creating AI agents and Copilots tailored for the Voice channel.
- **Devised & executed the full-life cycle of 5 concurrent development products**, with budget of up to approximately $500k each and up to 20 team members from various levels of organizations including external contractors.
- **Acted as a subject matter expert**, driving cross-functional collaboration with Product Marketing, Business Planning, and Engineering teams to identify product release criteria, customer acquisition strategies, and monetization opportunities.
- **Ensured teams established trust** with targeted customer segments across diverse sectors, orchestrating feedback channels to capture insights throughout the product development lifecycle.
- **Drove efforts in reviewing product financials**, recognizing early risk, and formulating strategic plans to minimize impact on future

Contact

- masiwal2715@gmail.com
- (908)-842-3580
- Norfolk, United States 23508

Skills

- Scope Management
- Scheduling and Planning
- Project Evaluation
- Productivity Improvement
- Root Cause Analysis
- Cost Control
- Procedure Development
- Schedule Management
- Data Analysis
- Strategic Planning
- Workflow Planning
- Logistics Management
- Compliance Monitoring
- Risk Management
- Product Management

Education

05/2019
University of Maryland – Baltimore County
Master of Science: Engineering Management

05/2019
University of Maryland – Baltimore County
Post Baccalaureate Diploma: Engineering Management

06/2016
Indraprastha Engineering College
Delhi, India
Bachelor of Technology: Computer Science

contingencies by driving activities of outside vendors.

- **Conducted high-level administrative analysis of ongoing products**; as well as budget and revenue forecasting with cost accounting to present to senior managers along with proposals.
- **Provided oversight** to ensure alignment between feature roadmap and Objective and Key Results (OKRs) and Key Performance Indicators (KPIs), optimizing product development efforts to meet business goals.
- **Oversaw teams in navigating and resolving complex platform** tradeoffs with peers, guiding the team through decision-making processes.

Conduent Inc, VA – Senior IT Project Management Analyst
02/2019 - 07/2021

- **Responsible for managing ~$50 million** of projects on an annual basis.
- **Analyzed quantitative and qualitative data** to comprehend the business and market context to drive innovative solutions.
- **Designed comprehensive metrics and reporting systems** to measure 20+ key performance indicators (KPIs) for various business initiatives.
- **Collaborated with 10+ cross-functional teams** to refine business needs and metrics frameworks, ensuring 95% alignment with organizational goals.
- **Redesigned team internal project workflow and processes** between several internal platforms that resulted in 30%+ less day-to-day admin for project managers, whilst increasing reporting for management.
- **Created dashboards and visualizations** using various business intelligence tools to communicate metrics to leadership.
- **Lead project specific technical discussions**, ensuring that both sides are speaking the same language, setting appropriate expectations and reduces risks.
- **Performed system analysis, documentation, testing, implementation, and user support** for platform transitions.

Conduent Inc, VA - Technical Analyst and Scrum Master
06/2018 - 01/2019

- **Oversaw integration of an external technology** solution by leading 20 developers and 30 testers from two companies, resulting in an additional $1 million in sales.
- **Developed data recovery plan**, which ensured 100% business continuity during system failures.
- **Supported global project teams by monitoring and controlling work stream** related to data migration of more than 30,000 patient records and validation of applicable software.
- **Design and develop component level solutions** to increase programming productivity.
- **Worked with team to design solutions** that efficiently deliver the enhancements on time & budget.
- **Designed and maintained consistent data collection protocols** and standards across numerous databases and projects.
- **Led the database management**, including the growth projection necessary for managing the CRM.
- **Performed a main role in the creation of the methodology for the prioritization of projects**, taking into consideration the enterprise's objectives (strategic objectives, ROI, etc.) and client requirements.