


# Agam Arora

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## Summary

I am a results-driven professional with a passion for harnessing the power of data to fuel success in product and supply chain management. My proven track record includes securing over \$500,000 in government grants for Canadian tech startups and boosting revenue for a long-standing retail company through a combination of digitization, gamification, and analytics.

As a strategic leader in my current position, I spearhead the development and execution of data-centric strategies to enhance supply chain operations and ensure product success. By collaborating closely with clients, I strive to comprehend their business objectives and provide them with tailored analytics and data exploration dashboards for informed decision-making. My expertise lies in gathering, processing, and analyzing data to generate actionable insights that foster growth and profitability.

Before assuming my present role, I managed a team of technical product experts, addressing company-wide client ad-hoc requests and contributing to increased NPS and streamlined tech bandwidth. My diverse experience also encompasses contributing to the 2017 Indie Game of the Year on Google Play (Canada - Beast Brawlers), founding a game development company in India, and creating a text-based web game using the LAMP tech stack (PHP, MySQL) over three years in 2011.

Outside of work, I cherish moments with my dog and stay abreast of the latest industry trends and best practices. Recognizing the importance of effective communication, I consistently deliver clear and concise insights to help clients reach their business goal

"Excel"lent in Excel, "Python"derful in Python, and "SQL"ving the data game in SQL!

## Experience



### Lead Product Manager

FarEye

Jun 2021 - Present (1 year 11 months)

Role: As the Lead Product Manager of Data, I am responsible for the strategy and execution of data products aimed at enhancing the bottom line savings and top-line revenues of our customers. My role had a significant focus on improving last-mile operations through geo-locational and routing data products.

Achievements:

Established the requirements for the foundational data platform and storage architecture, resulting in the creation of a robust data platform that hosts all our BI data, ML models, and transactional data. Envisioned and designed the complete overhaul of the company's legacy reporting module, leading to a reduction of over 500 support tickets per month and receiving high recommendations and positive feedback from clients.

Actively engaged in numerous experimental and pilot projects co-authored with clients, focusing on geocoding, advanced sorting, and dynamic zoning, which contributed to the continuous innovation and improvement of our data product offerings.



## **Platform Product Manager**

### **FarEye**

Dec 2020 - May 2021 (6 months)

Role: As a Platform Product Manager, I oversaw the management of technical requirements and ad-hoc developments throughout the company. I effectively handled customer requests, strategically categorizing them to ensure the product vision remained intact and delivered cohesive value to our customers.

#### **Achievements:**

Streamlined and spearheaded the ad-hoc process of triaging requests, leading to more efficient prioritization and management of customer needs.

Fostered a bug-free culture of development, resulting in a more stable and reliable product offering.

Established tracking and metrics to measure development speed, story points, and bug counts, providing greater visibility into team performance and areas for improvement.

Implemented best practices for documenting and sharing information regarding bugs, enhancements, and platform requests, enhancing collaboration and knowledge sharing across the organization.



## **Technical Product & Program Consultant**

### **Aagaman Consulting**

Jan 2020 - Dec 2020 (1 year)

Role: As a Technical Product & Program Consultant, I provided subject matter expertise to clients in the technology industry across various domains, including data analytics, market research, technology roadmaps, planning and strategy, tech research, solution design, and product design, review, and consulting.



## **Manager - Business Development and Expansion**

### **Blossom Kochhar Aroma Magic**

Jul 2018 - Dec 2019 (1 year 6 months)

Role: As a Manager for Business Development and Expansion, I led a team focused on driving business growth through various initiatives. My key responsibilities and achievements included:

Digitizing payments across all company and franchise-owned stores, streamlining transactions and enhancing customer experience.

Building data management and analytics capabilities within the organization to support data-driven decision-making.

Creating and training a 100+ sales team on digitization and standard operation procedures, fostering a culture of efficiency and consistency.

Increasing bottom-line revenues by reducing the cost of operations by more than 30% through process optimization and cost-saving initiatives.

Developing digital marketing strategies for both company and franchise businesses, resulting in increased brand visibility and customer engagement.

## **V2G Studio Head**

### **V2 Games**

Jan 2016 - May 2018 (2 years 5 months)

Role: As the Studio Head, I was responsible for setting up a mobile games and technology company in India for a Canadian technology firm. My key responsibilities and achievements included:

Building and managing a technology support team of 18 members, providing development, testing, analytics, and product management services.

Contributing to the 2017 Indie Game of the Year on Google Play Store in Canada, showcasing our team's commitment to quality and innovation.

Establishing data recording, handling, and analytics capabilities for the organization to facilitate data-driven decision-making and insights.

Creating data visualization processes and dashboards for the organization, improving accessibility and understanding of key metrics and trends.



## **Data Analyst**

Absolutdata Analytics-an Infogain company

Apr 2014 - Dec 2015 (1 year 9 months)

Role: As a Data Analyst, I was responsible for data analytics and market research for clients based in North America and Europe. My key responsibilities and achievements included:

Working on a proprietary data weighting product for a global survey conducted in over 23 countries with more than 200,000 respondents, ensuring accurate representation and insights.

Conducting segmentation and needs-based analysis to identify target customer groups and their preferences.

Creating user profiles using demographics and psychographics to better understand and cater to customer needs.

Performing data collection, cleaning, and pre-processing tasks to ensure data quality and consistency in analysis and reporting.



## **Intern**

Michael Page

Apr 2013 - May 2013 (2 months)

Role: As an intern at Michael Page International, a specialist recruitment firm, I worked closely with the recruitment team responsible for Sales & Marketing hiring in the Healthcare & Life Sciences and FMCG/ Consumer Durable verticals. My key responsibilities and achievements included:

Assisting in recruiting for mid to senior-level executive positions, such as Brand Manager, Area Manager, Country Head, and Sales Manager, across various verticals.

Conducting research for the Salary & Employment Forecast 2013/14, which combined quantitative and qualitative research derived from a national survey of employers and extensive involvement in the professional labor market. This involved surveying 420 employers and 1,600 middle and senior-level job seekers within our specialist disciplines.

## **Education**

**FORE School of Management, New Delhi**

Post Graduate Diploma in Management, Marketing  
2012 - 2014



**B.M. Institute of Engineering and Technology**

Bachelor of Technology (B.Tech.), Computer Science  
2008 - 2012



**Hansraj Model School**

High School, Science  
1993 - 2008

## Licenses & Certifications



**Introduction to Flutter Development Using Dart - The App Brewery**

cert\_6j39lm6t



**The Complete 2020 Flutter Development Bootcamp with Dart - Udemy**

UC-ff7c7047-dfb1-477c-9f08-9620434aceb1

 **Python - Kaggle**

 **Intro to SQL - Kaggle**

 **Pandas - Kaggle**

 **Intro to Machine Learning - Kaggle**

## Skills

Stakeholder Management • Client Services • Technical Leadership • Cross-functional Team Leadership  
• Analytics • Market Research • Data Analysis • Product Management • Business Strategy •  
Marketing

## Honors & Awards



**Winner: National Adolescent Quiz - Ministry of Youth Affairs & Sports**

May 2008

First place at the National Adolescent Quiz, organized by Ministry of Youth Affairs and Sports. More than 500 schools participated in the quiz, and it spanned for more than an year. Started with the zonal level, and ended with 4 tiers to the National level. Winners as well as the runners up went to China as a part of the National Indian Youth Delegation in May 2008 for a period of 11 days.



**Scholar Award - Hansraj Model School**

Jan 2006

Awarded with the scholar title, for achieving more than 85% for more than 3 consecutive years.



### **Scholarship: All India Talent Examination - All India Talent Search Examination**

Jan 2005

Awarded a scholarship for holding a rank (top 100) in the All India Talent Search Examination.



### **Top 50 National Cyber Olympiad - National Cyber Science Olympiad**

Mar 2005

State Rank: 35

Percentile: 95%

National Cyber Olympiad held in March 2005.



### **Dark Knight - Complex Problem Solving - FarEye**

Jun 2021

Awarded for complex problem solving. Q2 2021.

<https://drive.google.com/file/d/1hTmTeFTSn4TM47BZsAPbnsdiLxDt0moC/view?usp=drivesdk>

"Congratulations!! on winning the Challengers Of The Unknown Award in "The Dark Knight" category for demonstrating the Superpower of "Complex Problem Solving". You are a proof that exceptional achievements are within our reach when we stand tall on a foundation of personal integrity, hard work and unwavering determination. "



### **Winner - FarEye Hackathon 2021 - FarEye**

Dec 2021

First position in FarEye innovation and tech hackathon 2021. Created a close to production ready data driven model for hyperlocal coverage. The model is able to identify the right location to expand/consolidate/relocate warehouses for optimum coverage while also balancing loads dynamically based on driver availability, distance, traffic and more.



### **Daredevil - Recognition for Innovation & Creativity - FarEye**

Mar 2022

Awarded for innovation and creativity for the quarter of OND 2021.

Link-> <https://drive.google.com/file/d/1o8yyjguv1dNfjTR9AooVaAXG1aSTd4N7/view?usp=sharing>