Aishwarya Chandrashekara
Product Manager
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SUMMARY:

Product Manager with around 4 years of experience managing the **full product lifecycle** for **B2B SaaS solutions**, from **market research** and **MVP definition** to **product launch**, **adoption**, and **continuous iteration**. Experienced in building **scalable**, **user-focused products** by translating **customer feedback**, **analytics**, and **business needs** into actionable **product roadmaps**. Skilled in **UAT planning**, **sprint planning**, **backlog grooming**, and collaborating with **cross-functional teams** including **engineering**, **design**, **marketing**, **QA**, and **customer success**. Strong understanding of **SDLC**, **Agile methodologies**, and **Scrum** to ensure timely delivery and continuous improvement. Proficient in **JIRA**, **Confluence**, **Figma**, **Productboard**, **Trello**, **Tableau**, **Power BI**, **Amplitude**, and **Mixpanel**. Experienced in using **SQL**, **Python (Pandas, NumPy)**, and **Excel** for **product analytics**, **funnel analysis**, **A/B testing**, and **data-driven decision-making**. Brings expertise in **go-to-market strategy**, **KPI tracking**, **stakeholder communication**, **user journey mapping**, **competitive analysis**, and delivering **outcome-oriented enhancements**.

SKILLS:

Product Management: Roadmapping, MVP Definition, UAT, PRD Creation, Feature Prioritization, Agile/Scrum Methodologies, Sprint Planning, SDLC, Go-To-Market Strategy, User Story Mapping, Stakeholder Communication
Data & Analytics: Python (Pandas, NumPy), SQL, A/B Testing, Funnel & Cohort Analysis, Retention Metrics, Experiment Design, KPI Tracking (DAU, MAU, CLTV), User Segmentation, Churn Prediction
Tools & Platforms: Figma, Miro, Tableau, Power BI, JIRA, Confluence, Productboard, Trello, Google Analytics, Mixpanel, Amplitude, Microsoft PowerPoint, Excel (Advanced)
User Research: Persona Development, Customer Journey Mapping, Usability Testing, Voice of Customer (VoC), Surveys
Statistical Methods: SQL Joins, Window Functions, Data Cleaning, Hypothesis Testing, Regression, Time Series Forecasting

EDUCATION:

Master of Science in Information Systems
Pace University, New York, USA (GPA: 3.73/4)

EXPERIENCE:

HCL Tech| Product Manager, New York, NY   **Nov 2024 – Current**

- **Led the full SDLC** for an internal inventory tracking tool used across 500+ stores, working closely with ops, merchandising, and IT teams. Used **Agile with Jira** to manage sprint goals, reducing inventory mismatches by **35% within the first quarter**.
- **Worked with POS and compliance teams** to update the checkout flow for both web and in-store systems. Ran **UAT sessions with store staff**, identifying and fixing **90%+ of major issues** before release, improving transaction speed during busy hours.
- **Built a real-time dashboard** for store associates to view stock availability, pricing updates, and customer hold requests. This reduced manual lookups and cut in-store wait times by **28%**, improving customer service scores.
- **Delivered the MVP** for a unified cart experience across online and offline touchpoints. Partnered with store leads to roll out in **15** pilot locations, which helped reduce abandoned transactions and improved fulfillment accuracy.
- **Redesigned the return flow UI** for store associates in collaboration with the UX team using **Figma and real user feedback**. The updated interface led to a **24% drop in customer wait times** and made the process more efficient during rush hours.
- **Tracked user behavior** during promotional events using **Mixpanel and Amplitude**, identifying patterns in bounce rates and cart exits. Applied the findings to improve layout and offer placements, leading to an **18% increase in completed purchases**.
- **Coordinated the launch** of a new store locator and order pickup scheduler across all channels. Managed internal training and documentation, ensuring smooth adoption by support and marketing teams ahead of the holiday season.
- **Built interactive dashboards** in **Power BI** for regional managers to monitor sales, staffing, and **wait times across 3,000+ retail locations.** These reports became central to weekly reviews and helped prioritize operational fixes.

LTIMindtree| Product Analyst, Bangalore, India   **Jul 2020 - Aug 2023**

- **Participated in sprint planning, backlog grooming, and retrospectives** for healthcare modules including lab results delivery, appointment tracking, and insurance eligibility checks, prioritizing tasks based on clinical input and patient impact.
- **Led UAT sessions** for a **physician scheduling** tool across four hospitals. Coordinated testing with clinical stakeholders and QA teams, identifying and resolving **over 40 critical issues** before production release with a **97% success rate.**
- **Coordinated with teams to define and launch the MVP** of an insurance claims submission portal. Introduced **real-time validation** and **document upload features** that helped **reduce claim rejections by 28%** in the first quarter.
- **Conducted SQL-based analysis of 2.7 million+ EHR entries** to identify bottlenecks in patient discharge workflows. Findings drove operations changes that led to a **21% improvement** in discharge timelines.
- **Converted pharmacy support tickets** into actionable backlog items, working closely with the development team to address core issues. **Ticket volume dropped by 36%** across two release cycles, improving support efficiency.
- **Designed and deployed Power BI dashboards** to visualize patient engagement across a chronic care app. Enabled product and clinical teams to track usage trends and improve feature adoption, **boosting engagement rates by 18%.**
- **Teamed up with the UX team** to improve the onboarding experience of a telehealth platform. Analyzed heatmaps and drop-off points, which led to a redesigned flow and a **16% increase** in registration completion rates.
- **Automated HIPAA compliance reporting using Python and Excel macros**, reducing **manual reporting effort by 80%** and ensuring timely updates to the legal and security teams on critical workflows.