Chaitya Patel

chaitya-patel.com

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Skills

Technical: SQL, C++, Python, HTML, CSS, React, SolidWorks, Linux (openSUSE)
UX Design: Adobe XD, Figma, Miro, User Research, Prototyping, Usability Testing, Design Documentation
Product: Market Research, User Stories, Use Cases, Functional Requirements, Product Roadmaps, Agile, Jira, Confluence, Product Tutorials and Demos, User Engagement Metrics, Azure Monitor (Application Insights)

Experience

SAP | Enterprise Software for Business Operations and Customer Relations   Jan 2023 – Apr 2023
Product Management Intern (SAP HANA Cloud Database and Analytics)
○ Informed product innovation by conducting competitive and white space analysis with 10 companies, resulting in 5 planned features for intelligent optimization of cloud databases and differentiated product offerings
○ Defined data collection requirements and created 6+ sample Azure Monitor dashboards for cost-efficient Azure Monitor implementation, driving internal tool adoption through technical team collaboration
○ Leveraged data-driven insights by analyzing 5 feature usage metrics to inform customer support areas for self-service migration tool for seamless on-premise to cloud database migration
○ Improved customer engagement and satisfaction by executing product strategy through addressing 25+ customer inquiries, and documenting 5 upcoming features in the external roadmap
○ Developed 4+ user-friendly tutorials and 4 demos, supplemented with SQL scripts, to assist cloud and on-premise (Windows and Linux) database users in utilizing SQL clients such as Go, Python, and Node.js

ThoughtWire | Digital Twin Applications for Smart Buildings and Healthcare   May 2022 – Aug 2022
Product Manager Intern
○ Collaborated with consultants to identify use cases, translate them into features with clear requirements, and prioritize them, for 3 clients with $2-5 million projects each and 25,000+ users
○ Managed 20 mobile and web-based features including a real-time building visualizer that provides actionable intelligence, by conducting market research to retain competitive advantage and improve user experience
○ Implemented a feature request and product documentation process to capture, prioritize, and act on improvement requests, resulting in 57% less variance between product strategy and development

Wind River | Edge-to-Cloud Software for IoT Systems   Sept 2021 – Dec 2021
Product Management Intern
○ Strengthened cybersecurity for cloud-native DevOps platform by validating a model for Identity and Access Management, the #1 priority feature, affecting 1000+ customers including NASA, across aerospace & defense, telecommunications, and automotive industries
○ Guided product vision, definition, prioritization, and scope for 4 features including a system configurator and command-line interface, by collaborating with UX design, system architecture, cybersecurity, and engineering
○ Managed 5% of backlog by writing user stories and requirements through gathering field engineer feedback and conducting 15+ interviews, resulting in increased alignment between user needs and business goals

User Experience Designer Intern   Jan 2021 – Apr 2021
○ Designed and documented 20 DevOps features while decreasing inconsistency by 20% between the design and implementation by capturing edge-cases and introducing 3 processes to design-developer hand-offs
○ Accelerated UX updates by creating and testing 10+ prototypes in Adobe XD, gathering qualitative and quantitative feedback through 25+ stakeholder interviews, and delivering a major usability update in 3 weeks
○ Improved the UX of WR Studio tools by prioritizing 15 features based on usability testing data, and translating insights into actionable design changes for Pipeline Manager, VxWorks RTOS, and Wind River Linux

Education

Candidate for Bachelor of Applied Science (B.A.Sc.), Systems Design Engineering   Sept 2020 – Apr 2025
University of Waterloo
CAV: 88% | Courses: Data Structures & Algorithms (C++), Entrepreneurial Strategy, Human Factors in Design