

# Charu A. (AI Product Manager)

Charu.Agrawal80@gmail.com • 346-221-7338 • US Citizen • <https://www.linkedin.com/in/charu-technologyleader/>

## SUMMARY

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Driven by a proven history of propelling successful product launches, amplifying user engagement, and cultivating client satisfaction. Exceptional leadership skills in guiding cross-functional teams to develop and implement innovative features, yielding substantial upticks in user engagement, revenue, and retention rates. Proficient in harnessing comprehensive user feedback to generate data-driven insights, steering product strategies toward continuous innovation and market resonance. One year experience building and evaluating AI based products.

## EXPERIENCE

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### **Enertia Software** | *Technical Product Manager, Innovation team, SaaS Product* | Houston, TX (March 2023 - Current)

- Lead a team of high performing product owners and developers to revamp Oil & Gas desktop ERP platform to web based SaaS product with enhanced features.
- Work with C suite executives and management to drive product direction and strategize implementation to move forward in that direction. Define and use key product metrics to drive this effort.
- Collaborated across cross functional teams of Engineering, QA, Sales and UI/UX teams facilitating smooth communication and translation of technical requirements into actionable tasks.
- Develop 2-year product vision based on customer experience. Built and executed EPICS and Product roadmaps, consistently achieving planned objectives, and adapting priorities based on technical and business considerations.
- Recently expanded expertise into Artificial Intelligence and Machine Learning, focusing on key concepts such as machine learning algorithms and natural language processing (NLP). Developed and deployed Retrieval-Augmented Generation (RAG) models to enhance multi-document customer search responses.

### **Career Navigator**, *Independent AI/ML Project*, Sept 2024 – Present

- Led the development of a Generative AI-powered career navigation tool in collaboration with a small cohort.
- Automated the end-to-end job application process for users, from job searches and resume tailoring to application submission. Tech Stack: LangChain, Python, Gemini, Open AI API's.

### **NRG Energy**

#### *Application development lead /Product Manager* | Houston, TX (June 2017- March 2023)

- Dev Manager for a retail natural gas scheduling platform with a global team of 15 (developers, QA and product owners); **ROI of ~\$4M**.
- Lead an agile team globally to deliver an enterprise platform for retail gas traders using **Angular 1.4** at the front end and **Web API** at the back end.
- Drove user engagement & adoption of the platform using user personas leading to current user adoption of ~90%.
- Created **Data Analytics** platform using **Power BI/Excel** to analyze customer usages; analyze variations based on weather & other parameters; improved customer usage forecasting by 50%.
- Working on creating a **business analytics tool** to predict performance of NRG gas products in varying customer segments.
- Worked closely with product requirements, design solutions with **UI/UX designers** for the product with 50 business users to create wireframes; create actionable items in **JIRA/Azure** for the engineering team.
- Reduced deployment times from 2 hours to 30 mins by automating product rollout using **Jenkins**; saving engineering deployment time by 75%.
- Led UI/UX redesign of the older version of the product from concept to delivery; increased application responsiveness by 50% and reduced 5-20 clicks across common workflows.
- Trained team on **Scrum** task management software to better manage technical tasks globally by onboarding team members, prioritizing technical projects, and structuring weekly development cycles.

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- Created long-term strategy for extending the natural gas product platform to Canada; roadmap for technical implementation; aligning with the business team and defining the timeline.
- Migrate to a continuous delivery model by moving to GIT (from TFS) and automating builds.

## **JP Morgan Chase** | *Senior Software Engineer* | Houston, TX (2014-2017)

- Automation of PowerPoint/word documents for investment bankers; improved user efficiency by 50%.
- UX/UI and solutioning in WPF/C# with tight client requirements and data governance methods.
- Developed scalable backend Microsoft services in .NET to be used across multiple applications.
- Spearheaded unit testing plans; reduced direct-to-business release time by streamlining deployment processes.

## **Halliburton** | *Senior Developer* | Houston, TX (2011-2013)

- Designed and built a UI centric application to support oil drilling engineers to monitor real-time conditions in the ground. This was developed in C#.NET, WPF and Microsoft SQL Server
- Ensured a high design standard by identifying usability issues, creating, and assigning applicable tickets in Visual Studio, and making sure that the build meets the design specifications.
- Championed user feedback by rapid prototyping and making bug fixes a priority in the backlog.

## **Altasens** | *Product Manager/Developer* | Westlake Village, CA (2008-2010)

- Collaborated with business users to develop a UI centric interface for CMOS imaging sensors-on-chip (iSOC). This was developed in C#.NET.
- Implemented core logic that analyzes real-time performance of a sensor using complex calculations.

## **Sogeti** | *Senior Software Developer* | Houston, TX (2006-2008)

## EDUCATION

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**Masters Computer Science** • 2004 • Texas A&M University (GPA: 3.6/4.0)

**Bachelors Computer Science** • 2002 • NIT, Rourkela (GPA: 3.9/4.0)

## SKILLS/CERTIFICATIONS

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- **Technical:** Power BI, .NET, C#, WebApps, Web development, APIs, Angular, WPF, SQL, Python, Excel, Visual Studio, Git, GitHub, Jenkins, JIRA, Scrum, Process improvement, ServiceNow, Data science
- **Industries:** Power, Electricity, Retail Gas, Oil and Gas, Finance
- **Data Analytics:** Power BI, Advanced analytics`
- **Database:** SQL
- **UI Applications:** WPF/HTML/CSS, Angular (6)
- **Cloud:** Cloud solutions architecture, migration of legacy apps to cloud
- **Frameworks:** Lead agile teams, stand-ups, scrum calls, backlog grooming, sprint planning, sprint reviews, code reviews, JIRA boards, estimation
- **Certification:** AWS Cloud Practitioner
- Service Oriented Architecture using WCF and RESTful/Web API
- Strong experience with design patterns and Software Development Life Cycle
- Version control systems GIT, JIRA, TFS and Jenkins, Team City