

CHARVITHA S KOTA

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Education

Florida State University , Tallahassee, FL	08.2023 – 05.2025
Master of Science in Information Technology	
Jawaharlal Nehru Technological University , Kakinada, India	06.2015 – 05.2019
Bachelor of Technology in Information Technology	

Work Experience

JIO Pvt Ltd — Data and System Analyst (Product Owner Focus)	Hyderabad, India — 12.2021 – 08.2023
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- Led 4 major product development initiatives resulting in 15% improvement in operational efficiency.
- Managed a product backlog of 200+ items and reduced feature delivery time by 30%.
- Conducted system analysis using SQL across 5 databases, improving data accuracy by 25%.
- Implemented Agile methodologies leading to 40% faster sprint velocity and 20% reduction in bug reports.
- Facilitated 12+ cross-functional team meetings weekly, coordinating between multiple teams.
- Reduced system downtime by 35% through proactive monitoring.

Amazon — Product Analyst	Hyderabad, India — 07.2020 – 07.2021
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- Managed product backlog of 150+ items and achieved 95% on-time feature delivery rate.
- Created and maintained 6-month product roadmaps, delivering 25+ new features.
- Developed 8 customized Power BI dashboards, increasing stakeholder visibility by 60%.
- Conducted 24 user research sessions with 100+ participants.
- Reduced customer complaint tickets by 45% through targeted improvements.

Tech Mahindra Pvt Ltd — Data Analysis Intern	Hyderabad, India — 08.2019 – 07.2020
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- Analyzed data from 50,000+ user sessions to optimize product performance.
- Created 5 automated reporting workflows, saving 10+ hours per week.
- Improved data accuracy by 40%.
- Contributed to 3 major product releases.

Projects

Enhanced Product Lifecycle Management for ITSM

- Led product development for platform serving 75,000+ end users.
- Defined and tracked 15 key product metrics, achieving 92% of target KPIs.
- Conducted UAT testing with 50+ users.
- Reduced average ticket resolution time by 35%.
- Achieved 98% system reliability.

Customer-Centric Data Platform Optimization

- Managed backlog of 100+ items.
- Developed 30+ detailed user stories.
- Implemented customer feedback system, improving satisfaction scores by 40%.
- Reduced data processing time by 60%.
- Coordinated with engineering teams across time zones.

Technical Skills

- **Product Management:** Requirements Gathering, Sprint Planning, Backlog Management, UAT Testing.
- **Tools:** JIRA, Confluence, Power BI, Tableau, Microsoft Office Suite.
- **Technical Skills:** SQL, Python, R, Agile & Scrum Methodologies.
- **Soft Skills:** Stakeholder Collaboration, Analytical Thinking, Communication, Problem-Solving.