

CHIARA DE SARAM

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Product Business Consultant with 8+ years of experience driving product, process, and customer experience improvements across a range of organizationsâ from startups to Fortune 500 companies. My background spans multiple domains and business analysis specializations, including product development, customer experience, user research, process optimization and product operations. I bring a unique perspective to solving complex challenges.

AREAS OF EXPERTISE

Business Analysis | Product Discovery | Agile Product Development (BA) | User Research
Process Improvement | CX Strategy and Consulting | Product Operations

Tools: Miro, Lucid Charts, Jira, Confluence, Azure DevOps (ADO), Pendo Analytics, Dovetail, UserZoom, Microsoft Office Suite

EDUCATION

MSc Banking and Finance â King's College, London | 2017 â 2018 | Grade: First Class
(Awarded Best Dissertation)

BSc Economics and Finance â Queen Mary University of London | 2013 â 2016 | Grade: 2:1

PROFESSIONAL EXPERIENCE

Oct 2023â Aug 2025: CX Business Consultant (Contract) | CT Corporation

Consulting a largeâ scale transformation program reshaping CT's customer experience, products, and operational processes.

- â Led and delivered work across a wide range of areas, spanning CX design, process improvement, and technology enablement

- â Conducted endâ toâ end discovery, analysing customer journeys and operational workflows

- â Played a role in establishing a new Product Operations function

- â Led extensive user research programs to ensure dataâ backed product decisions

- â Partnered with UX, Product and engineering teams to implement new portals