Isha Jha

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SUMMARY

Dynamic Product Manager with over **5 years of IT experience**, including **3.5 years in QA & Software Development** and **1.5 years in Product Management**. Experienced in driving **UX enhancements**, delivering **high-impact features**, and managing **backlogs** for seamless **cross-functional execution**. Proficient in **Agile methodologies**, enabling strong **stakeholder collaboration**, and conducting thorough **usability testing** and **product analytics**. Skilled in leveraging **SQL for data-driven product decisions** across **mobile and web platforms**, consistently optimizing **user experience** and supporting **strategic product objectives**.

EXPERIENCE

Product Manager
Freelance   **July 2024 - Present，Noida, UP, India**

- **Partnered with** the product owner, designers, and engineers to support roadmap execution, feature scoping, and sprint planning, contributing to a **~30% improvement in sprint delivery consistency**.
- **Synthesized** customer feedback and usability insights into functional clarifications and UX inputs, reducing clarification cycles and engineering back-and-forth by **~25%** during development.
- **Oversaw** UAT and release validation across stakeholders, ensuring features met business and user expectations and **reducing post-release issues by ~20%**.
- **Administered** backlogs and sprint workflows using ClickUp, improving delivery timelines and execution predictability by **~30%** across multiple releases.
- **Executed** usability testing and UX reviews for **Lappyy.com**, an early-stage e-commerce platform, uncovering navigation and flow issues and improving overall ease-of-use and user task completion by **~20%**.

Software Engineer
Infrablok India Pvt. Ltd.   **September 2021 - April 2024，Noida, UP, India**

- **Drove definition of** SLA workflows with product and business teams, implemented via **Node.js APIs and Solidity smart contracts on Ethereum**, reducing manual reconciliation by **~60%**.
- **Formalized** feature behavior and edge cases for SLA automation, strengthening alignment between product, business, and engineering teams by **~25%**.
- **Enabled** analytics and reporting needs through **Azure Data Factory, Databricks, PySpark, Power BI and SQL** workflows, improving data processing efficiency by **~40%**.

Software Engineer - QA
Miri Infotech Pvt. Ltd.   **May 2021 - August 2021，Noida, UP, India**

- **Verified** features against documented requirements by executing **150+ test cases** across ERP and cloud platforms, ensuring functional alignment before release.
- **Detected** critical defects, edge cases, and flow gaps early, coordinating with product and engineering teams to refine acceptance criteria and improve release stability by **25%**.
- **Established** automated regression suites, reducing manual testing effort and **shortening release cycles by ~50%**.

Setup Configuration Specialist
Wipro HR Services India Pvt. Ltd.   **February 2019 - July 2019，Gurgaon, Haryana, India**

- **Administered** enterprise configurations and SQL-based data workflows for Defined Benefits clients, supporting **50+ production transactions** and ensuring operational continuity.
- **Optimized** data accuracy and system performance through query optimization, filtering logic, and structured validations, achieving **20–40% faster execution times**.
- **Coordinated** cross-functional communication with stakeholders on configuration updates, improving compliance adherence and reducing setup-related errors.

PROJECT

Voice-based ERP Platform (Web Admin, iOS Buyer & Retailer Apps)
Freelance • January 2025 - Present

- **Championed UX enhancements** across web admin and iOS apps, increasing onboarding completion by **25%**.
- **Orchestrated the co-design of the Admin Vendor Verification module** (KYC flows, verification states, approvals), cutting verification turnaround by **40%**.
- **Led** a mobile-responsive admin dashboard redesign, improving internal operational efficiency by **35%**.
- **Uncovered and resolved** a critical Buyer app cart calculation bug, improving checkout accuracy and reducing checkout-related issues by **~20%**.
- **Refined and validated add-to-cart UX flows** across iOS and web apps, lowering user confusion and cart drop-offs by **~15–20%**.
- **Delivered UI mockups, onboarding walkthroughs, and documentation**, enabling smoother releases and reducing internal support queries by **~20%**.

EDUCATION

Master of Computer Applications Hons.
Lovely Professional University • Jalandhar, Punjab, India • 2019 • 8.54 CGPA

Bachelor of Computer Applications
Dibrugarh University • Dibrugarh, Assam, India • 2017 • 69.84 %

SKILLS

Tools & Analytics : Jira, ClickUp, Figma, SQL, Google Analytics, Power BI, Azure Data Factory, Databricks, PySpark

Product: Product Roadmapping, Feature Prioritization, Backlog Management, Agile & Scrum, UAT, User Research, Usability Testing, Stakeholder Collaboration