GAURAV GAIKWAD
Product Manager

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SKILLS

- **Product**: Cross-functional team collaboration, negotiation, ideas & backlog Prioritization, stakeholder management, clear effective communication, user Personas & user Story map
- **Requirement**: User Story, Technical Tasks, Acceptance Criteria, Wireframing, Prototyping, System Analysis Design, Affinity Map, PRD, Use Case, workflow & DFD diagram
- **Strategy**: Roadmap, Business Model, Go to Market, Marketing
- **Research**: Market Research, Competitive analysis, Customer Research, Customer Empathy, Journey map, Story Map
- **User Feedback**: Usability Testing, A/B Testing, Focus Group
- **Engineering**: API, Web, Mobile, Microservices, Integrations
- **Goals**: KPI & OKRs Success Metrics defining & tracking
- **Digital Marketing**: SEO, Growth Hacking, Gamification
- **Methodologies**: Agile (Scrum/Kanban), Design Sprints

TOOLS

- **Project**: JIRA, Aha, MS Project, Trello, Asana, MS Office
- **User Analytics**: Google Analytics, MixPanel, Looker
- **Wireframing / Prototype**: Balsamiq, Miro, Invision, Sketch
- **UX Testing**: Optimizely, UserTesting, Hotjar, Intercom
- **Data Analysis**: SQL, R, Tableau, Qlik Sense, Excel
- **Cloud**: AWS, Heroku, Apigee
- **Feedback:** SurveyMonkey, Google Forms
- **BI & ETL**: Informatica, Oracle, SQL Server, Mongo
- **Mobile**: Android, Swift iOS, Firebase, ionic, RxAndroid
- **Programming**: Java, .Net, Angular, Javascript, Typescript
- **AI**: Machine learning, Predictive Analysis, & NLP use cases
- **Compliance**: GDPR, SOC2
- **Frameworks:** AARRR, HEART, CIRCLES, JTBD, Kano

EXPERIENCE

Technical Product Manager | Takeda Pharmaceuticals   Jan 20 – Present

Takeda is a world leader in manufacturing plasma products with over 140 donations centers in US & EU.

- Managed Biolife plasma donation platform & Payments system modernization & cloud migration efforts which improved platform performance by 80%, reduce cost by 30% and increase overall product rating from 1.2 to 4.4.
- Relaunched web, Android & iOS mobile app for Biolife plasma app with revamped UI/UX and streamlined appointment, payment, referral program & plasma donation compliance to increase Monthly Active User base from 2M to 6M users.
- Designed complex Equipment Maintenance system with predictive analytics to optimize the maintenance cost of medical devices saving 25% of overall maintenance cost & 30% of facilities logistics efforts.

Technical Product Manager | Neogov   Feb 18 – Jan 20

Neogov is market leader in delivering Human Resource SaaS product for public sector.

- Introduced brand new product, eForms workflow with integration on Onboarding app, which improved user efficiency by 25%, overall revenue by 10% & added 2M new freemium users.
- Translated roadmap & feedbacks in well prioritized backlogs leading to 20% increased sales year over year.
- Resolved Salesforce client issues collaborating with customer support team by providing solutions and technical details which led to 20% faster resolution time, 25% reduction in reported cases and increased NPS by 30%.
- Guided design team to ensure fluid & mobile responsive user interface to increase user retention & in-app time by 20%.

Product Manager, Founder | Think IT Loud   Jan 15 – Jul 19

Entrepreneurial venture for SaaS based product development specializing in mobile, financial accounting, tax, stock investment & logistics problem solving, while working for as Software Technology consulting for multiple clients.

- Conceived Travoo, a travel integration app from inception to MVP to launch for making commuting faster and economical.
- Developed mobile solutions for Signal Expert to increase 30% MAU which delivers daily financial market analysis, risk and research data to multinational stock traders.
- Translated customer business strategies and operational objectives into user stories, business requirements, roadmap, wireframes, timeline & cost estimations for providing effective industry solutions.
- Analyzed market trends, competitive positioning, MVP feedback, pricing & revenue models for creating go to market strategy.

Software Engineer | HR Cloud   Jan 15 – Jan 18

- Led Mobile team of 6 for Onboarding and employee Social Networking App which boosted sales by 30%.
- Guided Android & iOS app designs for UX design team on responsive web, mobile and Android material design patterns.
- Architected the platform with Mobile first approach for scalability, performance & reduce time to market by 30% for Minimum Viable product & 40% for following versions.
- Instituted impact driven customer engagement strategy collaborating with sales engineers & customer success team to implement idea & feedback board & integrate with Jira to improve customer satisfaction rate by 40%.

Business Intelligence Analyst | Vish Analytics Inc   May 14 – Mar 15

- Conducted stakeholder interviews & user research to collect requirements & find existing problems in the current system which improved organization audit efficiencies by 30%.
- Created Tableau reports by analyzing Finance and HR report requirements to achieve 20% more than division KPIs.
- Analyzed master data source & data models for data modeling and create EDW from external data sources.

ETL Developer | Illinois State University   Nov 13 – Dec 14

- Transformed the Data warehouse team from waterfall to agile development model to improve project efficiency, quality by 40% and stakeholder net promoter score from 5 to 8.
- Implemented automation testing to improve regression testing time which saved 30% of regression time for QA testing.
- Analyzed data via SQL for creating Informatica maps and workflows to load slow changing dimension tables into Oracle Datawarehouse for creating centralized single source of truth.

EDUCATION

Product Management	Product School	Oct 2020
Product Strategy Specialization	Kellogg, Northwestern University	Dec 2019
Master of Science, Information System	Illinois State University	Dec 2014
Bachelor of Engineering, Information Technology	Rajiv Gandhi Technical University	May 2012

CERTIFICATIONS

Certified Scrum Product Owner (CSPO)	Scrum Alliance
Digital Product Management Certification	University of Virginia
Product Manager Certification	Udemy
System Analyst Certificate	Illinois State University
Internet Application Development Certificate	Illinois State University
Oracle Certified Associate (OCA)	Oracle University

ACHIEVEMENTS

- IBM Bluemix Glovators Tournament, Global Finalist 2015 at Mobile World Congress Startup Glovator Contest.
- Attended conferences at Google IO 2016-2019 continuous, FB F8 2017, 4FYN Barcelona 2016 & HackerX LA.