Isha Jha

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SUMMARY

Product Manager with **5+ years in IT—1.5 years** driving **UX enhancements** and **product delivery**, **3.5 years** in **QA & development**. Skilled in **Agile execution**, **user research**, **backlog management**, and **SQL-driven analytics** for **mobile and web platforms**.

EXPERIENCE

Product Manager

Freelance   **July 2024 - October 2025，Remote**

- Delivered and shipped **roadmap features**, improving **sprint delivery consistency by 30%** through prioritization and cross-functional planning.
- Converted **user feedback** into **product requirements**, reducing **engineering rework by 25%** and improving **requirement quality**.
- Launched **releases** through coordinated **UAT and readiness checks**, cutting **post-release defects by 20%**.
- Owned **backlog execution**, streamlining **ClickUp workflows** to support **cross-functional collaboration** and improve **release predictability by 30%**.
- Validated **UX changes** using **usability testing** and **A/B experiments**, increasing **task completion by 20%** for an **e-commerce product**.

Software Engineer

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

- Achieved ~60% improvement in **SLA compliance and execution accuracy** by designing and deploying **Solidity smart contracts** for **SLA automation**.
- Unlocked ~25% gains in **blockchain data traceability and access** by defining and delivering a **Node.js API suite** for **smart-contract deployment** and **block-level records**.
- Instituted **analytics and reporting** for an **e-commerce product**, improving **data processing efficiency by ~40%** through **Azure pipelines**, **SQL**, and **Power BI dashboards**.

Software Engineer - QA

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

- Verified **feature readiness** against **documented requirements** by executing **150+ test cases** across **ERP and cloud platforms**, ensuring **functional alignment pre-release**.
- Identified **critical defects**, **edge cases**, and **user flow gaps** early by collaborating with **product** and **engineering teams**, strengthening **acceptance criteria** and improving **release stability by ~25%**.
- Implemented **automated regression suites**, cutting **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**

- Handled **enterprise configurations** and **SQL-based data workflows** for **Defined Benefits clients**, supporting **50+ production transactions** and ensuring **operational continuity with ~99% uptime**.
- Enhanced **data accuracy** and **system performance** through **query optimization**, **filtering logic**, and **structured validations**, achieving **20–40% faster execution times**.
- Aligned **stakeholders** on **configuration updates**, improving **compliance adherence by ~30%** and reducing **setup-related errors by ~25%**.

PROJECT

Voice-based ERP Platform (Web Admin, iOS Buyer & Retailer Apps)

Freelance • ruddy-cosmos-78e.notion.site/Hi-I-m-Isha-Jha-Product-Manager-focused-on-UX-User-Empathy-2bb2c88189558092af7cd8691c795be1

- January 2025 - October 2025
- Boosted **onboarding completion by 25%** through **UX improvements** across **web admin** and **iOS apps**.
- Cut **vendor verification turnaround by 40%** by launching the **Admin Vendor Verification module**.
- Elevated **internal operational efficiency by 35%** by redesigning and shipping a **mobile-responsive admin dashboard**.
- Corrected **checkout accuracy issues by ~20%** by resolving a **critical Buyer app defect**.
- Lowered **cart drop-offs by ~15–20%** by refining **add-to-cart flows** across **iOS and web platforms**.
- Reduced **internal support queries by ~20%** by delivering **UI mockups**, **onboarding walkthroughs**, and **product documentation**.

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: Roadmapping, Feature Prioritization, Backlog Management, Agile/Scrum, UAT, User Research, Cross-functional Collaboration