Jay Bhatt

*Senior Product Manager - JP Morgan Chase*

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# Skills & Domain Knowledge

**Functional Skills** Product Management (B2B, B2C), Product Vision, Mockups, MVP, Strategy, Roadmap, OKR, Data Analytics, Presentation, Stakeholder Management, ROI, Value Focus, Quick Learning, Agile, Mentoring, Hiring

**Technical Skills** AWS Cloud, SaaS, PaaS, REST, Mobile, Google Analytics, Tableau, Sisense, Power BI, SQL, R, JIRA, Confluence, MIRO, Roadmunk

**Domain Experience** Telecom, Banking, Travel, Identity & Access Management, Licensing, Digital Transformation

Dec 2021 – present Pune

Jul 2011 – Dec 2021

Pune

Aug 2006 – Jul 2011

Bengaluru

Jun 2004 – Aug 2006

Junagadh

# Professional Experience - 18 Years

**Senior Product Manager,** *JP Morgan Chase*

Created product vision and OKRs for multiple cloud based technical products which enabled 90% of developers across organization to become more efficient by abstracting the cloud Infrastructure complexity

Led initiative which reduced incident response time by 20 mins by improving micro services governance

Reduced cloud cost for organization by 20% by providing right sizing, reserved instances & other recommendations

Led end user pain point discovery activity to create a prioritized product roadmap for next 2 years

Hired, mentored and retained a team of 6 product analysts and associate product managers for driving effective product execution

Managed engineering, delivery, vendor, legal & stakeholders negotiating terms, scope, priority and deadlines

**Product Technical Manager,** *Exfo*

Led 4 cloud based B2B products development catering to 100s of DAU with a team of 28 engineers, UX designers, architects

Reduced go to market time for reporting product by 7 days by increasing deployment frequency and automating the development pipeline

Reduced production outage by 80% by doing deep RCA and deleting ephemeral Kafka topics

Owned requirements of multiple cloud based telecom B2B software products

**Quality Assurance Lead,** *Tech Mahindra*

Successfully led OSS software QA operations for British Telecom

**MCN In-Charge,** *Reliance Communications*

Operated reliance communication's optical fiber network in Junagadh district, Gujarat

# Certificates

Google Data Analytics Professional Certificate Professional Scrum Product Owner

Jun 2000 – Jun 2004

Ahmedabad

# Education

**B.E. Electronics & Communications,** *Nirma Institute of Technology*

Throughout Distinction >70%

# Product Showcase

I have single handedly created cloud based B2C product with ROI >1100%. More than 20K monthly users with 200+ paying and delighted subscribers. Value recognized by by industry veterans. Link available in the profile details.