GAURAV JOSHI
PRODUCT MANAGER| IIT ROORKEE | MBA

SUMMARY
Product Manager with 15 years of rich experience in Card Payments and Core Banking products.

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ACHIEVEMENTS
- Star Award – Q3, 2021 (Thought Focus)
- Level 4 Award - Sept' 2020 (Fiserv)
- Recipient of Shining Star Award - Q2 2018 (Fiserv)
- Level 2 Award three times - Feb'2020, June'2020, Q1 2018 (Fiserv)
- BPS star of the month - Dec 2017 (Fiserv)
- Shining Star Award - Q3 2011 (Fiserv)
- Pat on the Back Award (Patni Computers)
- Dream Team Award (Patni Computers)

EXPERIENCE

MASTERCARD PVT. LIMITED| PUNE
NOV'22-PRESENT| MANAGER, PRODUCT MANAGEMENT
Mastercard Payment Gateway, Integration Experience
- Led initiatives to enhance user integration experience for API offerings. Improved documentation, support tools, and integration mechanisms, resulting in faster, self-sufficient merchant integrations.
- Key achievements include UI modernization, content uplift, API reference improvements.
- Working on the development of a Q&A AI agent to enhance the user experience of our white-labeled Online Integration Guide.
- This initiative included dataset collection, model training, and seamless integration and deployment.
- Anticipated outcomes include reduced support ticket numbers and added value for customers.

THOUGHTFOCUS PVT. LIMITED |BANGALORE
APRIL'21-OCT-22| SR. BUSINESS ANALYST
UK Telecom Distribution
- Developed Payment Service which enables Merchants to accept and process Card payments from their customers using UK Telocom's POS (point of sale) devices
- Conceptualized, designed and launched **Merchant Portal** into the market

FISERV | PUNE | ST. LOUIS, USA
MAR'17 – APRIL'21 | BUSINESS ANALYST, TECH LEAD
Stifel Bank
- Integrated "Premier" core banking application and "Checkfree RXP" Fiserv's Electronic Bill Payment Solution by developing custom APIs
- Integrated "Premier" core banking application and "Refinitive Beta" which is Refinitive's Brokerage Processing Solution by developing custom APIs
- Participated in quarterly SAFe Agile PI Planning in St. Louis, Missouri

Digital Requirements Management System
- Conceptualized and built DRMS Survey application to suit Fiserv's needs
- Implemented Survey Creation, Survey Management, Delegation, Approval, Prefill Survey using APIs

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TECHNICAL SKILLS
- Python
- Rest API
- JAVASCRIPT
- Postman
- MS Visio
- JSON/XML
- SQL
- Selenium
- React

EXTRACURRICULAR
- Class Representative for the MBA Batch of 2014, IIT Roorkee
- Cleared FLIP-NCFM Certification - Issue Management, Private Equity
- Cleared MVLCO ISO20022 Fundamentals training program
- Visa Status- B1 valid until 2029
- Won award for Tennis at IIT Roorkee (2012-2014) and Regional Level Cricket l in KV
- Represented Decimal Tech. in Gitex '14, Gitex'15 IT Trade Show in Dubai

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- Increased completion rate of online surveys from 30% to 80%
- Gather business requirements and devise technical solution to transform customer journey into paperless digital journey

EXPIT|DOHA
MAY'16 – DEC'16| KEY ACCOUNT MANAGER
- Closed two accounts deal size USD 130K (Mowasalat & Ministry of Education and Higher Education)
- Address client concerns and ensure the resolution of issues in a timely manner

DECIMAL TECHNOLOGIES |DUBAI
MAY'14 – MAY'16| BUSINESS ANALYST
Jebal Ali Free Trade Zone
- Designed & implemented two mobile apps for Jebal Ali Free Trade Zone
- Successfully brought 80% of Jafza's IT portal services on the Mobile apps

FISERV INDIA | PUNE
SEPT'10 – JULY '12| QA ANALYST
- Successfully implemented OnDemand Bill Payment Solution to over 50 billers
- Lead team of 8 consultants to develop scenarios of regression testing for applications

PATNI COMPUTERS |GANDHINAGAR| ATLANTA, USA
MAR'07 – SEPT'10| SR. ENGINEER
Metlife Inc.
- Lead team of 6 consultants to develop Automation scenarios doing regression testing for applications
- Automated various Customer report generation systems that resulted in a cost saving of $186,000

EDUCATION

IIT, ROORKEE | MBA
7.2 GPA

L.D. COLLEGE OF ENGINEERING, AHMEDABAD| BE - IT
6.3 GPA

FRM LEVEL 1 CLEARED