

Kavya Malhotra

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Work Experience

Expedia Group

Product Manager I

Remote/Hybrid

Aug 2024 – Present

- Owned the product roadmaps, JIRA backlog and growth of an internal analytics platform with **500+** metrics, simplifying data-driven decision making across Business, Product and Tech verticals.
- Drove **9+** end-to-end UX enhancements (usability and navigation features), resulting in steady usage growth.
- Conducted product workshops (design, AI strategy, priority), created PRDs, feedback loops, and usage reports.
- Created video walkthroughs, Confluence documentation, and consistent release notes to improve adoption.
- Automated the product query forum to streamline support, reducing communication delays by **50%**.
- Partnered cross-functionally with teams in London, Seattle, and Delhi for global alignment and delivery.
- Earlier role: Supported platform insights through NLP text classification models (processing **5M+** user feedback), **75+** taxonomy updates, and stakeholder reporting, building the foundation for transition into product ownership

United Airlines

Associate Analyst (Product Analytics)

Gurgaon, India

July 2023 – Aug 2024

- Analysed global usage patterns for digital platforms in collaboration with Strategy & Planning teams.
- Created PowerBI dashboards tracking **3M+** daily users across CIAM, Loyalty, and Ancillary features.
- Delivered insights and ad-hoc reports to support feature rollouts across **5** cross-functional technology teams.
- Awarded **Platinum Award** for exceptional performance and commitment to excellence in **FY 2023**.

Pearl Data Direct (Lulu Financial Holdings)

Data Analyst Intern

Abu Dhabi, U.A.E

Mar 2022 – June 2022

- Identified relevant KPIs to develop operational performance reports (MIS reports) on **75+** branches.
- Built visualizations on Tableau to present Q2D/M2D customer data to Lulu Exchange branch managers.
- Developed a dashboard to flag email system errors, aiding **100+** employees in streamlining workflows.

Education

Punjab Engineering College, Chandigarh, India

May 2023

Bachelor of Technology (B.Tech.), Computer Science Engineering

Courses: Big Data Analytics, Agile Methodology, Machine Learning, Database Management

Leadership Experience

Volunteer Program Manager Volunteer, AnitaB.org - Grace Hopper Celebration

2023 – Present

Organized community events, volunteered at GHC (since 2023), empowering technologists globally.

Student Head - New Initiatives, Career Development & Guidance Centre, PEC

2022 – 2023

One of Career Centre leads, used data-driven strategies to build corporate partnerships and run 5+ hiring drives.

Mentee, Next Generation Women Leaders Program, McKinsey & Company

2022

2-day program by McKinsey & Company on leadership, with mentoring workshops with senior leaders.

Volunteer - Outreach and Social Media, Jaipur Literature Festival

2021

Worked with 60 volunteers, managing outreach for the world's largest literature festival, engaging 40,000+ visitors online.

Skills

Technical: SQL, PowerBI / Tableau, Python, HTML, CSS, JavaScript, MS Excel

Product: Agile Methodologies, JIRA, Confluence, Figma, Miro, Quantum Metric, Qualtrics, Canva, GenAI Automation