ALOK SURANA **Certified Solution Architect | Specialist**

Experienced Product Manager with a track record spanning over 12 years, dedicated to shaping exceptional digital mortgage journeys. I have consistently cultivated synergistic teams for optimal outcomes. My technical acumen, coupled with a strategic perspective, empowers me to seamlessly evolve intricate manual processes into seamless features, while elevating product connections.

✉ alukel@gmail.com 📱 510-457-6878 📍 Emeryville, CA in Linkedin.com/in/Alok

Experience

2017-- ▶ **Newfi Lending,** Emeryville CA

Technical Product Manager

- Led and groomed an offshore engineering team of 10 engineers for over 5 years, resulting in a high retention rate of 90%.
- Road-mapped and executed 3 versions of the product, improving the user experience, reducing engineering costs, and integrating with newer technologies.
- Successfully added 5 non-standard mortgage programs that increased monthly mortgage applications by 20%.
- Migrated authentication to the cloud, adding an additional layer of security.
- Increased the number of reviews for loan officers, which enabled them to get more business.

2015-17 ▶ **Stanford University,** Palo Alto CA

Faculty Analytics and Insight Manager (Consultant)

- Built a centralized reporting application for the Office of Academic Affairs.
- Increased efficiency and productivity by 20% by centralizing and standardizing reporting processes.
- Integrated data from third-party sources to create a 360-degree view of faculty progress.
- Authored blogs and technical documents.
- Proficient in SQL, Dimensional Modeling and BI Tool.

Accomplishments

- **Trimmed over 600 man-hours** by eliminating 45+ manual-excel maintained reports at Stanford University.
- Developed key insights product for Dean's Office in **retaining 1800+ School of Medicine's faculty.**
- **Replaced unsecured/hacked** authentication process that accelerated user engagement by 150%.

2013-15 ▶ **US Department of Energy(DoE),** Las Vegas, NV

Solution Architect (Consultant)

- Designed and Developed semantic layer for Application Delivery Team using Oracle Technologies.
- Documented **functional and technical design document.**
- **Mentored** 3 team members with best practices, knowledge to improve technical skills.

Strengths/Skills

- Product Management
- Product Development
- Partnership Development
- Team Building
- Business Intelligence

Certifications

- Salesforce Administration Certification **(In-Progress)**
- Google **Cloud** Platform Qualified Data Analyst (**Google BigQuery**)
- **Agile Scrum** Master
- Oracle **Data Integrator Certified** Implementation Specialist
- **Oracle BI Certified** Implementation Specialist
- **Unix** Administrator (In-progress at UC Berkeley Extension)

2008-13 > **Mythics Inc.** Virginia Beach, VA

Sr. Technical Manager- BI Practice

Managed and delivered selected projects:
- **Elizabeth Arden**: Successfully led project in migrating of 4100 reports.
- United States Department of Agriculture **(USAD)**: Automated operational reports using Oracle BI publisher.
- United States Citizenship & Immigration Services **(USCIS)**: Delivered new BI program SMART (Standard Management & Analysis Report Tool) to over 5000+ users.

Accomplishments
- **Succeed in growing** Mythics Consulting Service - BI Practice from 3 - 25 consultants.
- Automated 75 pages National Cotton Report at USAD, **delivered to US Senate**, quarterly.
- **Trained 400+ federal employees'** onsite to improve technical skills at US Customs & Immigration Services.
- Voted **"Rookie of Year"** by Mythics Consulting Services.

2004-08 > **Capital One Financials /Green Point Mortgage,** Novato CA

Business Analyst

- Gathered business requirements from users and SME to get a better understanding of the business process.
- Conducted JAD sessions with management, SME, users and other stakeholders.
- Developed Logical Process Flow Diagrams and Data Mappings between LOS and RFDM.
- Created Use Case, Data Flow and ER diagrams in MS Visio.
- Developed and linked summary to detailed reports primarily thru pivot tables.
- Documented Technical Specifications for walkthroughs and signoff.
- Performed formal Iteration Reviews with business before reports and dashboards went live.
- Trained business community to create reports and dashboards using BI Tool.

Education

→ **2004** > **Rensselaer Polytechnic Institute(RPI)**

B.S Management Information Systems