KRITIKA SHARMA

ksharm19@jh.edu ⋄ +1(443) 529-3821 ⋄ LinkedIn ⋄ Website

Product Manager with 6.5 years of experience and a background in Systems Engineering. Adept at managing product backlogs, developing strategic plans, and implementing Agile methodologies, including AI-based solutions, to ensure efficient and successful product development cycles. Expertise in addressing diverse B2B & B2C needs while driving product vision, go-to-market strategy, and design discussions with cross-functional teams.

EDUCATION

Master of Science in Systems Engineering, Johns Hopkins University   Aug 2021 - May 2023
Relevant Coursework: Probabilistic ML, Interpretable ML, Trustworthy AI, Human-Computer Interaction

Bachelors in Electronics and Communication Engineering, Mody University   Aug 2011 - May 2015

PROFESSIONAL EXPERIENCE

Product Manager, Customers Platform   May 2016 - Jun 2021
ERICSSON   *New Delhi, India*
Spearheaded build of **Ericsson Operations Engine**, determine next strategic product feature and product direction

- Cross-pollinated 300+ automated processes, **saved $1.3M & 6000+ hours,** achieved 85% rule reuse for tasks
- Shipped features to **reduce analysis time to 5 minutes** using AI-based diagnostics, compared to 8 days
- Led a team of 6 developers to create APIs for third-party integration, drove **40% surge in product adoption**
- Gathered user requirements from 50+ current & potential clients to extrapolate 3-year B2B strategy for 2 NPI projects

Technology Associate, Strategy & Planning   Aug 2015 - May 2016
ERICSSON   *New Delhi, India*
Functioned as a product and strategy analyst, defining software requirements, UI/UX design, and data analytics

- Established user-centric product roadmaps & interfaces, **generated 30% decrease in feature creep**
- Utilized user persona & journey mapping, along with user & A/B testing, drove **25% boost in user engagement**
- Led automation sprint planning, **increased average velocity by 15%**, & delivered high-quality MVP with 4 engineers

INTERNSHIPS

Product Manager Intern   May 2022 - Aug 2022
BRIGHTLY, A Siemens Company   *Cary, NC*
Identified cross-functional inefficiencies, recommended improvements for SmartGov, a cloud-based B2B software

- Streamlined E2E product implementation, **improved time-to-launch by 50%** and **lead time by 30%** (Link)
- Conducted competitive analysis, recommended map integration feature for app, achieved **97% customer satisfaction, 20% increase in customer acquisition, and $500K in new business**

Product Manager Intern   Jan 2022 - May 2022
CEDAR ELECTRONICS   *Chicago, IL*
Recommended new advanced warning & blind spot monitoring features for B2C radar detector software re-launch

- Optimized mobile app performance, **improving loading times by 18%,** through bottleneck analysis & UX enhancements
- Projected **55% ROI** for new product launch, created business case for integrating accelerometers for safety features (Link)

RELEVANT PROJECTS (WEBSITE)

Defeating 2-stage LLM Chat Model Security: Preventing access to malicious content (Proposal)

Superhuman Autonomy: Superhuman Imitation Learning in low-resource environment (Demo)

Reddit Health Advice ChecKer Bot: Detecting misinformation on Reddit health forums (Supplement)

outFIT App: Hybrid Interaction Design for Online Shopping (Demo)

SKILLS

Product Skills	Agile, Product Development Lifecycle, Product Strategy, Roadmap, Execution, Positioning
Tools	JIRA, Confluence, Excel, Microsoft Product Suite, Google Analytics, Tableau, dVRK
Languages	Python, SQL, Standard ML, MATLAB, OpenCV, HTML/CSS, JavaScript (React.js)
Libraries & Frameworks	TensorFlow, Keras, PyTorch, pandas, NumPy, Matplotlib, Sklearn, PySpark