

KRITIKA SHARMA

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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, Managed Services 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 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 on time

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, **improving time-to-launch by 50%, lead time by 30%, & sales win-rate by 15-25%** ([Link](#))
- Conducted competitive analysis, recommended map integration feature for mobile 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 radar detector software re-launch

- Optimized mobile app performance, **improving loading times by 18% & responsiveness by 15%**, through bottleneck analysis and user experience enhancements
- Created business case for accelerometer module integration for car safety features, projected **55% ROI** for upcoming product launch ([Link](#))

RELEVANT PROJECTS

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 CheckR Bot: Detecting misinformation on Reddit health forums ([Supplement](#))

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

SKILLS

Tools JIRA, Confluence, Excel, Microsoft Product Suite, Google Analytics, Tableau

Languages Python, SQL, Standard ML, MATLAB, OpenCV, HTML/CSS, JavaScript (React.js)