

Louis Joseph Kavalam

Kottayam, Kerala — +91 7902281029 — louis-kavalam4@gmail.com — LinkedIn

PROFESSIONAL SUMMARY

Analytical **Product Strategy Associate** with a specialized focus on User Experience and Support. Adept at identifying user pain points and translating them into technical requirements that drive product-market fit. Skilled in journey mapping, user research, and creating detailed feature documentation. Leveraging a deep understanding of full-stack ecosystems and cloud foundations to support product lifecycles and enhance customer satisfaction.

EDUCATION

VIT Bhopal University

2022 – Present

Bachelor of Technology in Computer Science and Engineering — CGPA: 7.3/10

Relevant Coursework: User Interface Design, Software Engineering, Cloud Strategy, Database Systems.

PRODUCT & STRATEGIC SKILLS

- **Product Strategy:** User Research, Journey Mapping, Requirement Gathering, UI/UX Principles, Competitive Intelligence, Product Documentation, MVP Definition, User Onboarding Experience.
- **Support & Analysis:** Analytical Problem-Solving, Stakeholder Communication, Technical Support Documentation, Learning Agility, Solution Mapping, Workflow Design.
- **Technical Literacy:** React, Node.js, NestJS, SQL, AWS (Cloud Practitioner), API Testing (Postman), Git.

PRODUCT INITIATIVES

CincoShare

2026

- Conducted user research to identify friction in enterprise file transfers; designed a simplified UI for non-technical users.
- Mapped reliable upload/retrieval flows and authored documentation for core feature scenarios.
- Defined the onboarding journey to reduce drop-off during initial security configuration phases.

AI Assistant for American Sign Language

2025 – 2026

- Spearheaded the product workflow design for an AI tool; conducted user testing to iterate on interface design.
- Prioritized feature development based on user feedback, focusing on accuracy before expanding secondary features.

Real Estate Client Platform

2023 – 2025

- Gathered requirements from users to design intuitive property showcase workflows and inquiry pipelines.
- Created solution demo flows to illustrate product value propositions to potential stakeholders.

LEADERSHIP & EXPERIENCE

Event Manager — EV Club, VIT Bhopal

2023

- Coordinated between creative and technical teams to ensure alignment with the event's vision.
- Resolved operational issues by pivoting strategies based on live attendee feedback.

PROFESSIONAL INTERESTS

- **Scalable Product Architectures:** Focused on how backend efficiency (NestJS/Prisma) impacts front-end user experience and product reliability.
- **Multicultural Communication:** Pursuing Japanese language study to support international product accessibility and global support teams.