Manav Rakesh Kumar Modi

College Station, TX | (979) 326-3410 | manav.modi@tamu.edu | LinkedIn | manavmodi22.github.io

EDUCATION

Texas A&M University, Mays Business School   College Station, USA
Master of Science in Management Information Systems   May 2025

Vellore Institute of Technology, Chennai   Chennai, India
Bachelor of Technology in Computer Science and Engineering | GPA: 8.66/10.0   August 2023

WORK EXPERIENCE

Program Manager Graduate Assistant *(Texas A&M University - College Station, TX)*   September 2023 – Present
- **Owned product development lifecycle** of recruitment portal, enabling skills-based searching of talent: bridging gap between 100+ students and 20+ employers through "Aggies in Tech", by working with internal and external stakeholders

Product Management Intern *(Hopstack - Bangalore, India)*   May 2023 – July 2023
- **Managed customer education and training feature** for Hopstack's warehouse management product, overseeing it through product development cycle, resulting in on-time completion of 25+ tickets per month
- Streamlined and improved operations and implementations process leveraging Agile Project Management Tool Confluence impacting customers across USA, UK, APAC and MENA
- **Conducted research** by interviewing 50+ stakeholders to discover pain points and gather user requirements enhancing customer satisfaction score by 35% and CRM process

Associate Product Intern *(Weekday (YC W21) - Bangalore, India)*   February 2023 – March 2023
- **Optimized 5+ business processes** by reducing manual operations for HR product through AI and script automation, while streamlining business operations across teams serving 20+ clients
- Increased stakeholder transparency and efficiency in **cross-team collaboration** by bringing 70% reduction in issue resolution time from 7 to 2 days using Scrum and setting up actionable KPIs across 4 teams
- Managed and executed integration of Wati.io WhatsApp chatbot in business operations, leading to reduction of support tickets by 25% monthly and improvements in CRM process, improving user experience

Product Management Intern *(Leapfinance - Bangalore, India)*   August 2022 – November 2022
- **Developed product roadmap** for acquisition funnel of 0-1 loan refinancing product by working across 4 channels securing 450+ qualified leads to bring in $10M+ yearly revenue, in collaboration with marketing team
- Optimized features' performance by leveraging data-driven approach to gain user insights and analyze market trends through Tableau and Excel, to enhance NPS and CSAT by 23%
- **Worked with UI/UX designers and engineers** to revamp product webapp for improving user experience by utilizing user insights and data collected through 50+ user interviews, MixPanel and Google Analytics

LEADERSHIP & INVOLVEMENT

Cofounder and President *(Hack Club)*   July 2020 – July 2021
- Launched and grew student developer community to 300+ members and 1,800+ Instagram followers by facilitating events, career conversations, fundraisers; while mentoring members' open-source contributions across 10+ platforms: with aim to make education accessible through technology

PROJECTS

POS Data Management System *(Advanced Data Management)*   July 2020 – July 2021
- Configured MariaDB on AWS and managed data by performing ETL, creating views, materialized views, stored procedures, and triggers to ensure data integrity and accomplish ACID compliance
- Migrated data to NoSQL DB(MongoDB), and worked on solving critical business problems through relevant queries

DeliverEase Product Canvas *(System Design and Analysis)*   July 2020 – July 2021
- **Designed** the DeliverEase case study by integrating user personas, UI/UX design with wireframes and mockups, KPIs, epics, and user stories, and feature prioritization, driving clarity and strategic vision for the product's development cycle
- **Critically assessed** and provided constructive feedback on peer submissions

SKILLS & ACTIVITIES

Certifications: Pendo.io Product Analytics, AWS Cloud Practitioner, Professional Scrum Master **(PSM-1)**
Activities: Published business and technical case studies focused on understanding growth frameworks and technology stack
Tools: JIRA, Confluence, Wireframing(Figma), Tableau, Postman, Airtable, Retool, Heroku, Google Analytics, Mixpanel, Hotjar, Pendo, Python, SQL, JavaScript, HTML/CSS, MongoDB, AWS Cloud, Git, MERN
Product Skills: Requirement Gathering, User Acceptance Testing, Customer Pain Point Analysis, Crafting User Personas, Formulating A/B Tests, Documentation, Competitor Analysis, Industry Research, Writing user stories, Feature Planning
Soft Skills: Critical Thinking, Decision Making, Problem Solving, Leadership, Self-Starter, Negotiation, Customer Empathy