

MIRAL DALAL

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EXPERIENCE

Product Manager Co-op, Honeywell

Jan 2021 - Present

- Built analytical dashboards and reports of 1000 plus leads, 20 campaigns & 190 opportunities worth \$120M on Salesforce to monitor progress of sales and marketing team, reducing delay to reach customer by 37%
- Negotiated cost with distributors and vendors based on price analysis, profitability margin, ROI and its business impact
- Prioritized product roadmap based on customer needs, product specifications and use cases for stakeholders like Walmart, Target, and Amazon improving team efficiency by 10%
- Strengthened competitive market research on software capabilities, UI/UX designs, product materials, cost component, revenue model and service offerings and presented it to 15 other teams to make informed market decisions

Associate Project/ Product Manager, Narayan Powertech Pvt Ltd.

Oct 2018 - Jul 2019

- Led team for new product development by managing budget, scope, time and resources using agile methodologies, gaining 23% profit on cost
- Performed SQL queries to prioritize shipping of products from ~10K SKU for logistics, sourcing and procurement, inventory and supply chain team ensuring 100% client satisfaction
- Collected and analysed data to monitor product portfolio performance in global market by determining 18 KPI on Tableau dashboard and developed reports for PMO
- Prioritized sprint backlogs by issuing tickets on JIRA and updated business requirement documents, completing 24 user stories on average per sprint
- Delivered clarity to stakeholders by presenting project goals & ad-hoc reports, boosting performance metric by 17%
- Collaborated with product development team to develop B2B customer status tracking tools minimizing client escalations by 45% as well as communication redundancies by 65%

Project Trainee, Narayan Powertech Pvt Ltd.

Jul 2018 - Sep 2018

- Spearheaded product development strategy with CTO by analysing ~1k product reviews data on MS Excel, leading to development of 3 new products
- Delegated review meetings to track issues with stakeholders and mitigated 3 CTQ's risks by doing root cause analysis
- Designed Gantt Chart & RACI metric for project estimation, planning, scheduling & tracking, improving communication

Product Management Intern, Holiday Craft

Jun 2017 - Jul 2017

- Facilitated 4 software changes using Agile SDLC methods leading to 20% decrease in churn rate and 15% decrease in bounce rate in a month for travellers
- Proposed 3 go-to-market strategies by analysing data from key business metrics, competitor's product pricing & trends, maximizing sale to 37% for hotel booking via website

Product Management Intern, CASHBASKET

Jan 2017 - Apr 2017

- Determined project scope, workflow, project monitoring and audit metric, reducing communication redundancies by 15% and streamlining process
- Launched corporate gift cards, e-vouchers & refer-a-friends feature for E-commerce android application & website platform, rising sales by 27%
- Extracted valuable product insights from 70% unstructured data collected from customer service portal using NoSQL queries, improving product positioning on app
- Analyzed quantitative/qualitative data of user requirements and translated them into features, gaining 20% downloads

EDUCATION

Northeastern University, Boston, MA
Master's degree, Engineering Management

Sep 2019 - Jun 2021
GPA 3.94

Gujarat Technology University, India
Bachelor's Degree, Electronics & Communication

Jul 2014 - May 2018

SKILLS

Product: Agile, Scrum, RACI, RICE, FEMA, KISS, Kanban, SDLC, LEAN, User Personas, User Stories, Market Research

Technical: Microsoft Excel (Macros, Pivot Table, VLOOKUP, VBA), Salesforce, SQL, C, NoSQL, Tableau, SAP, Power BI

Management Tools: MS Project, MS Access, MS Office Suite, Atlassian Suite, JIRA, SharePoint, G-Suite, Airtable, Accolade

Mentorship

- Employed as Teaching Assistant for Project Management at Northeastern University and designed coursework projects, assignments and analytical dashboards for professor
- Founded Business Model Innovation and Entrepreneurship club at Gujarat Technology University where successful software start-ups came and guided 200+ students which resulted in launch of 11 software applications
- Elected as Vice President for Publicity and Membership of American Society of Engineering Management (ASEM) at Northeastern University and increased event footfall by 30% and membership by 13%