Mokshith Narayan

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SUMMARY:
Product-focused professional with a technical foundation in enterprise operations and AI-automation. Proven track record of deconstructing complex systems into user-centric solutions. Specialized in bridging the gap between engineering and business stakeholders, with a focus on AI integration and data-driven prioritization. Awarded 'Student of the Year' for excellence in leadership and execution.

EXPERIENCE:
Accenture | *Packaged Application Development Associate* | Oct 2024 - Aug 2025
- Cross-Functional Delivery: Managed mission-critical data operations for global enterprise clients, ensuring 99%+ system reliability by collaborating closely with engineering and client-facing teams to meet strict SLAs.
- Process Optimization & Roadmap: Partnered with a team of 10 to automate 50+ manual workflows, reducing operational overhead and improving the efficiency of the internal delivery pipeline.
- Problem Solving & Prioritization: Leveraged technical troubleshooting (Azure/Linux) to resolve high-priority bottlenecks, acting as a bridge between technical constraints and client expectations.

SKILLS & METHODOLOGIES:
- Product Management: Agile/Scrum, PRD/BRD Writing, RICE/MoSCoW Prioritization, User Stories, Product Roadmap.
- AI & No-Code: Gemini/GPT API Integration, LLM Orchestration, n8n, Zapier (This is huge for an AI intern role).
- Data & Analysis: SQL (MySQL), Power BI, Google Analytics, Data-Driven Decision Making.
- Technical: Python, API Documentation, Azure Cloud, Linux.

PROJECTS:
[Link] **The Last 100 Meters: Fleet Capacity Recovery** | *Product Case Study & PRD*
- Identified service-experience gaps in logistics; proposed a roadmap to recover 1.7M hours of fleet capacity via optimized routing and user journey mapping.
- Produced comprehensive documentation, including BRDs and prioritization frameworks (RICE/MoSCoW), to ensure high-impact feature delivery.

[Link] **AI-Driven Talent Acquisition Pipeline |** *Product & AI Automation*
- Problem Identification & Strategy: Identified critical bottlenecks in the manual recruitment funnel where 60+ hours per month were spent on low-value resume filtering; architected an automated semantic scanner to replace manual screening.
- Technical Orchestration & Execution: Engineered an end-to-end automation workflow utilizing n8n for logic branching and Google Gemini API for resume parsing, reducing initial screening time by an estimated 70% through automated data structuring in Google Sheets.

[Link] **Ola Electric: Service Recovery & Quality Strategy** | *Product Case Study*
- Problem Diagnosis: Conducted a root-cause analysis of Ola E's market challenges, identifying a critical "Service-Quality Gap" where hardware malfunctions and inadequate repair infrastructure led to a significant decline in customer trust.
- Strategic Recovery: Proposed a multi-phase roadmap focusing on service transparency through in-app real-time diagnostic tracking and a streamlined "Showroom-to-Service" workflow to reduce negative sentiment and improve user retention.

[Link] **Genie AI: Visual Intelligence & Speech App** | *Product & Development (College Project)*
- Engineered a real-time face recognition system integrating Google Gemini API and Python Streamlit, improving user interaction through automated speech generation.
- Managed the end-to-end development lifecycle, from API documentation to front-end deployment on GitHub.

EDUCATION:
Bachelor of Computer Applications (BCA) | SDM College, Mangalore | 2021 - 2024
- GPA: 8.91/10 | Awarded "Best Outgoing Student" for leadership excellence.

Pre-University Course (PUC) | Parijnan PU College, Someshwar | 2019 - 2021
- Focus: PCMC (Physics, Chemistry, Maths, Computer Science).

CERTIFICATIONS:
Google Project Management Professional, Google Analytics, Accenture North America PM Job Simulation, Notion Essentials.

LANGUAGES:
English, Kannada, Hindi (Fluent), Tulu (Native)