

# MOHIT SHINDE

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## SUMMARY

Proactive and detailed oriented learner with a combined experience of 2+ years in Product Management, equipped with technical background, passionate about delivering solutions that create value for both customers and businesses

## EDUCATION

### The University of Texas at Dallas

Master of Science in Information Technology Management

4.0/4.0

December 2023

### Walchand College of Engineering

Bachelor of Technology in Information Technology

3.5/4.0

October 2020

## SKILLS

Product Management, Project Management, System Analysis, Scrum, Agile, User Story Writing, Market Research, Stakeholder Management, Cross-functional Team Management, JIRA, Confluence, TypeScript, Python, R, SQL, Docker

## WORK EXPERIENCE

### Hilton

Dallas, Texas

Technology Product Management Intern

June 2023 – Present

- Led Digital Check Out product used by 10M+ guests yearly across 5659 properties, worked on introducing folio view feature into the check out flow to increase guest engagement and experience
- Collaborated with cross-functional teams to reorganize Settings and Configurations in PMS for all products to heightened team member experience
- Led initiative to restructure Brand Standards for all Welcome Products to enhance implementation, resulting in better guest experience
- Devised requirements for Digital Key support dashboard and reports to facilitate product support operations

### NICE Systems Ltd

Pune, India

Associate Product Analyst

January 2022 – July 2022

- Identified and resolved foreign language blockers to product launch in 8 countries, acquiring 20+ new customers
- Designed the digital channel communication platform of the product, increasing customer satisfaction by 40%
- Delivered 2 major product releases while collaborating with design team to redesign UI to increase accessibility
- Planned and monitored version upgrade of APIs, to reduce latency issues, increasing customer retention by 20%

Associate Software Engineer

January 2021 – December 2021

- Developed front-end of a call-center application used by approximately 80000 call centers agents globally
- Decreased Integration timeline by 2 weeks through development of 4 POCs to ensure seamless integration of new product features
- Achieved 99% product up-time by maintaining APIs and resolving critical production bugs while working with cross-functional teams

### Lakshya InfoTech

Gadhinglaj, India

Product Management Intern

July 2020 – December 2020

- Refined product backlog through effective communication between stakeholders and developers, reducing duplicate features by 15%
- Conducted scrum meetings to communicate product features to developers and track product KPIs, increasing productivity by 10%
- Conducted detailed system analysis and identified solutions to reduce product development timeline by 15%

### AFour Technologies Pvt. Ltd.

Pune, India

Software Development Intern

January 2020 – June 2020

- Led a team of 5 interns to develop the front end of the performance review system using React for 500 employees
- Reduced redundant tasks by 40% through the introduction of Kafka service for streaming data between databases

## Co-CURRICULAR

Nebula Labs | Product Manager

April 2023 – Present

- Analyzed User Surveys and devised features for student degree planner product to enhance user experience increasing product penetration by ~20%

Savvy Space | Product Owner

August 2022 – December 2022

- Performed detailed requirement gathering, user story writing, and UML modeling for a product to help users design their house interiors using Virtual Reality