

MOHIT SHINDE

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SUMMARY

Proactive and meticulous learner with 5+ years of combined experience in Product Management and Software Development, equipped with a technical background, enthusiastic about delivering solutions that create value for both customers and businesses

SKILLS

Management: Product Management, Project Management, System Analysis, Scrum, Agile, User Story Writing, Market Research, Stakeholder Management, Cross-functional Team Management

Technical: Python, R, SQL, RDBMS, React, Angular, Kotlin, HTML, CSS, JavaScript, Typescript, Linux, GitHub, Docker, Kafka

Tools: JIRA, Confluence, Tableau, Android Studio, MySQL Workbench, Looker Studio, Microsoft Office Suite, Salesforce

Certifications: AWS Cloud Practitioner, Salesforce Admin Certification

WORK EXPERIENCE

Tekgence Inc. | (Client - Hilton)

Dallas, Texas

Product Manager

December 2023 – Present

- Increased product adoption by 7% for Digital Check Out product used by 12M+ guests annually across 16 countries, by evaluating regional legal and financial requirements
- Led Pay with Points initiative in Digital Check Out to support Hilton Honors program objective to increase customer engagement and provide option to utilize points
- Created requirements in collaboration with security, legal and fraud prevention team to relax Blue Tier Policy and safeguard fraud checks at application level to enhance Digital Key S2R experience by estimated ~3% for genuine Honors member
- Headed migration effort for Floorplans file types using enhanced VMDs to increase CSAT KPIs for Digital Check In product in partnership with architects and platform engineers
- Designed requirements in collaboration with digital key architecture team to ensure digital and physical key parking access for properties with integrated parking setup on PEP PMS
- Managed digital welcome initiatives for ONQ PMS to conduct beta testing, co-ordinate releases and resolve blockers to launch new features like Make Key Screen for digital key, to elevate property team member experience
- Expanded S2R experience for 2 new countries and aligned with stakeholders to further expand it internationally, by evaluating legal and operational requirements for the region
- Partnered with BI and Analytics team to devise Lock Health Score report, allowing properties to get a weekly report on the lock health with clear action items to resolve broken locks, leading to better DK experience

Hilton

Dallas, Texas

Intern, Technology Product Management

June 2023 – December 2023

- Delivered travel documents feature for UK properties on PEP PMS to collect required documents in Digital Check-In process through mobile app enabling S2R experience for international guests
- Coordinated overall initiative to restructure Brand Standards along with other product owners for all Welcome Products to enhance implementation, resulting in better guest experience
- Launched new Lobby application for properties in collaboration with 3-party vendor to manage VMD floorplans file types to support overall migration effort of new floorplan file types

NICE Systems Ltd

Pune, India

Associate Software Engineer | Associate Product Analyst

January 2021 – July 2022

- Identified and resolved foreign language blockers to help product launch in 3 countries, acquiring 5 new customers
- Designed the digital channel communication platform of the product, increasing customer satisfaction by 40 to enable new communication channels like WhatsApp, WeChat, LinkedIn and others
- Delivered major product release while collaborating with design team to redesign UI with icons to increase accessibility and accelerate product marketing in non-traditional markets
- Decreased Integration timeline by 2 weeks through development of 4 POCs to ensure seamless integration of new product features
- Headed a team of developers and partnered with engineering managers to develop call-center application used by approximately 80000 call centers agents globally

- Achieved 97% product up-time by maintaining APIs and resolving critical production bugs while working with cross-functional teams
- Planned and monitored version upgrade of APIs, to reduce latency issues, increasing customer retention by 10%
- Enhanced the transcript storing mechanism of the application using Salesforce objects, optimizing storage by 15%

AFour Technologies Pvt. Ltd.

Pune, India

Trainee Software Engineer

November 2020 – December 2020

- Created technical requirements for data integration project to help increase data streaming speed using Golang

LAKSHYA Infosys

Gadhinglaj, India

Product Management Intern

July 2020 – November 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
- Designed customizable dashboards using Tableau as per client's requirement, increasing productivity by 70%
- Built visitor management system to automate recording visitor information and reduce paperwork by 80%

Self-Employed | (Client - Rasoie)

Gadhinglaj, India

Product Consultant

March 2019 – December 2019

- Implemented a website for a hotel, by conducting a market survey and analysis of the existing system to increase owner's productivity by 20% executing every phase of SDLC.
- Led user research and persona identification to design use cases for defined business requirements to increase CSAT KPIs by estimated 5%
- Designed user experience in partnership with design team to provide enhanced guest experience and enabled business with new customer segment resulting increased customer base by ~12%
- Defined technology stack with help of developers to support business requirements and deliver efficient solution before stipulated timeline

Co-CURRICULAR

Nebula Labs | Product Manager

April 2023 – December 2023

- Analyzed user surveys and devised features for student degree planner product to enhance user experience with an objective to increase product penetration by ~20%
- Headed ideation and requirement gathering phases of new product to enable students to connect with different students groups on campus to expand organization's product portfolio

EDUCATION

The University of Texas at Dallas

4.0/4.0

Master of Science in Information Technology Management

Walchand College of Engineering

3.5/4.0

Bachelor of Technology in Information Technology