

MOHINI PRAFULLA JOSHI

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PROFESSIONAL SUMMARY

Detail-oriented and client-focused professional with 5+ years of experience in product support, data verification, and cross-functional coordination. Skilled in resolving customer issues, managing workflows, and ensuring data accuracy in compliance-driven environments. Strong communicator with a proven ability to deliver exceptional service and streamline operational processes.

SKILLS

IBM AI Product Manager certification, PMI Generative AI for Project Managers certification, Microsoft suites, G-chart, JIRA, Product Lifecycle, SDLC, Tableau, Power BI, Figma, Github, Agile, Scrum, Monday.com, Product Concept & Planning, Product Management Lifecycle, Gurobi Optimization

EDUCATION

08/2022 – **Master of Science: Engineering Management (GPA 3.61)**

08/2024 **University of North Carolina, Charlotte, USA**

WORK HISTORY

- 08/2024 - **Product Manager**
Current **Rebecca Everlene Trust Company** – Remote, USA
- Collaborate cross-functionally via Slack and Monday.com to resolve client issues, streamline feature access, and ensure seamless user experience
 - Maintained detailed records of user journeys, form inputs, and resolution status
 - Adhered to data privacy and compliance standards in handling sensitive user data
 - Used Power BI to create simple dashboards and visual reports from Excel and CSV data sources
 - Built basic charts and tables to summarize key metrics and share insights with team members
- 09/2022 to 08/2024 **Product Data and Project Lead**
08/2024 **University of North Carolina at Charlotte** – North Carolina, USA
- Contacted internal and external stakeholders to resolve data mismatches and form inconsistencies
 - Used MS Office tools and G-chart dashboards to track issue resolution and status updates
 - Designed and developed interactive Power BI dashboards to visualize KPIs and support data-driven decisions
 - Designed interactive dashboards in Power BI to visualize user metrics, reducing manual reporting time by 45%
- 07/2019 to 07/2022 **Associate Product Manager & QA Manager**
07/2022 **HSBC Software Dev Pvt Ltd** – Hyderabad, India
- Worked cross-functionally to resolve account access, submission errors, and reporting discrepancies
 - Maintained QA logs and form accuracy during user testing and internal audits
 - Ensured all issue resolutions complied with data privacy and internal policy standards

PUBLICATIONS

- <https://www.sciencedirect.com/science/article/abs/pii/S2214367X25000031>, Elsevier(Travel Behavior and Society), 2025 – Published this
- **Published research** proposing a **hierarchical framework** for Wi-Fi log data processing to analyze human mobility and travel patterns
- Conducted **spatial-temporal analysis** across three North Carolina communities (university campus, city, and town) using public Wi-Fi data
- Performed **statistical comparison and correlation analysis** to reveal how Wi-Fi network settings influence mobility behaviors
- Enhanced understanding of **smart city infrastructure, transportation analytics, and data-driven urban mobility planning**