

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 Overview for Project Managers, Microsoft suites, G-chart, JIRA, Product Lifecycle, SDLC, Tableau, Power BI, Figma, Github, Agile, Scrum, Monday.com, Product Concept & Planning, Product Management Lifecycle, SWOT Analysis

EDUCATION

08/2024 **Master of Science: Engineering Management (GPA 3.61)**
University of North Carolina, Charlotte, USA

WORK HISTORY

- 08/2024 - **Product Manager**
Current **Rebecca Everlene Trust Company – Remote, USA**
- Verified and tracked client-submitted data for app enrollment and feature access
 - Responded to customer inquiries with clarity and professionalism using **Slack** and **Monday.com**
 - Communicated with users to gather missing details, clarify forms, and ensure accurate onboarding
 - Used Power BI to create simple dashboards and visual reports from **Excel** and **CSV** data sources
 - Built charts to summarize key metrics, support data-driven discussions in **Agile stand-ups & sprint reviews**
- 09/2022 to **Product Data & Project Lead – Charlotte, USA**
08/2024 **University of North Carolina at Charlotte – North Carolina, USA**
- Supported **executive reporting** and communicated project progress and risks effectively
 - 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
- 07/2019 to **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
 - Led **Agile** project delivery for digital transformation initiatives, overseeing project scope, schedule, and budget while coordinating cross-functional teams via **JIRA** and **Confluence**
 - Coordinated **cross-functional teams** to meet scope, schedule, and quality goals
 - Ensured **data privacy and compliance** across project documentation and reports

PUBLICATIONS

- <https://www.sciencedirect.com/science/article/abs/pii/S2214367X25000031>, Elsevier (Travel Behavior and Society), 2025
- Applied **statistical modeling and spatial-temporal analysis** to process over **2 million Wi-Fi log records**, deriving quantitative insights into **human mobility and travel behavior** across urban environments
- Developed a **hierarchical mathematical framework** leveraging clustering, probability estimation, and validation metrics to enhance data accuracy and reduce analytical bias by 40–65%
- Contributed to **data-driven infrastructure optimization** by correlating **mobility indices with Wi-Fi network density**, supporting **smart city planning and transportation management** strategies