



# Ankit Raj

## Product Manager

### EDUCATION

**PGDM Human Resource Management** – XLRI Jamshedpur **2021-2023**

**BTech Information Technology** – NIT Srinagar **2017-2021**

### WORK EXPERIENCE

#### Microsoft – Product Manager 2

May 2023 – Till Date

- Wrote **Spec sheet** for **User Reactions & Feedback Mechanism, Comments, Save & Share & Referrals** for DealsHub(Blackjack).
- Identified method to **bootstrap community** and selected most suitable methods for DealsHub(Blackjack)
- Executed a POC for reactions on Dealshub(BJ) using Toloka and gathered **500+ reactions** (likes & dislikes)
- Coordinated with **CELA** and **Multimedia team** for moderation and Roll-out of comments for DealsHub(BJ)
- Interviewed One-on-One for 6 users using Flash feedback to understand rewards on DealsHub (Blackjack)

#### IBM India Pvt Ltd – RPA Developer

August 2018 – June 2021

- Reduced **license cost by 100%** and **development time by 90%** by integrating the RPA tools with PagerDuty.
- Achieved savings of **\$1,33,056** annually by spearheading the development of multiple UiPath automation
- Institutionalised **0% SLA breaches** by allotting 700+ ServiceNow tickets | Attained TAT <2min for ticket assigning
- Delivered sessions for **30+ Developers and Managers** on PagerDuty integration with RPA Automation.
- **Trained 70 professionals** including Developers, SMEs, and Project Managers in 5 days of Automation training
- **Mentored 4 graduate hires** on RPA Automation, RE Framework, UiPath Studio, Robot & UiPath Orchestrator

### CONTACT

PHONE:  
+91 9102040239

LINKEDIN:  
[www.linkedin.com/in/ankitraj37](https://www.linkedin.com/in/ankitraj37)

EMAIL:  
[ankitraj37@gmail.com](mailto:ankitraj37@gmail.com)

### SKILLS

STRATEGIC THINKING

MARKET RESEARCH

PRODUCT LIFECYCLE MANAGEMENT

CREATING ROADMAPS

GROWTH MINDSET

Degree	Board	Institute	% / CGPA	Year
PGDM (HRM)	XLRI	XLRI Jamshedpur	4.95/8	2023
B Tech (IT)	NIT Srinagar	National Institute of Technology, Srinagar	71.66%	2018
Class XII	BSEB	R H S Cum Inter College	71%	2014
Class X	CBSE	Keshav Saraswati Vidya Mandir	8.8/10	2011
WORK EXPERIENCE (34 months)				
Product Manager 2		MICROSOFT INDIA (R&D) PRIVATE LIMITED		May'21-Present
Execution	<ul style="list-style-type: none"><li>Wrote Spec sheet for User Reactions &amp; Feedback Mechanism, Comments, Save &amp; Share &amp; Referrals for BJ</li><li>Identified method to bootstrap community and selected most suitable methods for DealsHub (Blackjack)</li><li>Executed a POC for reactions on Dealshub(BJ) using Toloka and gathered 500+ reactions (likes &amp; dislikes)</li></ul>			
Coordination	<ul style="list-style-type: none"><li>Coordinated with <b>CELA</b> and <b>Multimedia</b> team for moderation and Roll-out of comments for DealsHub(BJ)</li><li>Interviewed One-on-One for 6 users using Flash feedback to understand rewards on DealsHub (Blackjack)</li></ul>			
Application Developer		IBM India Pvt Ltd		Aug'18-Jun'21
Business Impact	<ul style="list-style-type: none"><li>Reduced <b>license cost</b> by <b>100%</b> and <b>development time</b> by <b>90%</b> by integrating the RPA tools with PagerDuty</li><li>Achieved <b>savings</b> of <b>1,33,056 \$</b> annually by <b>spearheading</b> the development of multiple UiPath automation</li><li>Reduced <b>13,300 person-hrs.</b> labor cost equivalent to the work of <b>7 employees</b> by automating <b>8+ processes</b></li></ul>			
Process Optimization	<ul style="list-style-type: none"><li>Institutionalised <b>0% SLA breaches</b> by allotting <b>700+ ServiceNow</b> tickets   Attained <b>TAT &lt;2min</b> for ticket assigning</li><li>Enhanced <b>code quality</b> and saved <b>32 hrs</b> of development efforts by collating <b>5 reusable components &amp; bots</b></li></ul>			
Learning & Development	<ul style="list-style-type: none"><li>Orchestrated sessions for <b>30+ Developers</b> and <b>Managers</b> on PagerDuty integration with RPA Automation</li><li>Trained <b>70 professionals</b> including Developers, SMEs, and Project Managers in <b>5 days</b> of Automation training</li><li>Delivered <b>25 KT</b> sessions on Automation to <b>40+ professionals</b> across <b>5 teams</b> from <b>India, China, and the USA</b></li></ul>			
Change Management	<ul style="list-style-type: none"><li>Spearheaded <b>AOCC launch</b>, <b>50+</b> clients attended   <b>First user</b> in IBM India Pvt Ltd to use Automation Hub tool</li><li>Pioneered automation in a <b>newly built environment</b> successfully by collaborating with <b>4 different teams</b></li><li>Mentored <b>4 graduate</b> hires on RPA Automation, RE Framework, UiPath Studio, Robot &amp; UiPath Orchestrator</li></ul>			
Client Engagement	<ul style="list-style-type: none"><li>Collaborated with <b>8 teams</b> from <b>USA, Thailand, China, Italy, and India</b>   Engaged in teams across <b>4 sectors</b></li><li>Received <b>client appreciation</b> for the collaborative effort, quickly <b>adapting</b> to new ideas, and <b>fast learning</b></li></ul>			
SUMMER INTERNSHIP				
HR Intern		Wonder Cement Limited		Apr'22-Jun'22
Industry Mapping	<ul style="list-style-type: none"><li>Benchmarked <b>10+ HR policies</b> by studying <b>20+ journals</b>, research papers, and financial reports of <b>5 competitors</b></li><li>Analysed <b>industry trends</b> by interviewing <b>200+</b> employees from peer companies and <b>10+</b> internal employees</li><li>Created comparative analysis of <b>compensation &amp; benefits</b> for <b>15 bands &amp; 40+ Roles</b> by analyzing <b>3k+ profiles</b></li></ul>			
Policy Formulation	<ul style="list-style-type: none"><li>Proposed <b>14+ changes</b> in the HR policies &amp; <b>5+ improvements</b> to the draft of offer letters for all employees</li><li>Recommended <b>5+ changes</b> in the upcoming Rewards &amp; Recognition policy by reviewing the current draft</li></ul>			
Live Project				
Cipla Limited T & D	<ul style="list-style-type: none"><li>Formulated <b>30 hr.</b> training program with <b>22 modules</b>   Discovered <b>7 training &amp; 2 non-training</b> needs</li><li>Budget estimates of <b>₹ 85L+</b> in cost saving with <b>265% ROI</b> by delivering training program worth <b>₹ 33L</b></li></ul>			2022
Cipla Limited Data Analytics	<ul style="list-style-type: none"><li>Identified <b>100</b> focus areas, &amp; <b>top 10</b> training categories by analyzing SDG report of <b>22k+ employees</b></li><li>Designed a dashboard of <b>19 bands</b> across <b>18 trainings &amp; 136 competencies</b> after band-wise analysis</li></ul>			2022
SS Foods (OB)	<ul style="list-style-type: none"><li>Formulated <b>Job Descriptions</b> and proposed key improvements by Identifying gaps in the operations</li></ul>			2022
ACADEMIC ACHIEVEMENTS				
<ul style="list-style-type: none"><li>Achieved <b>99.41 percentile</b> out of <b>60,000</b> candidates in XAT   <b>99.55 percentile</b> in Decision-Making section of XAT</li></ul>				2021
<ul style="list-style-type: none"><li>Secured <b>97.26 percentile</b> out of <b>1,07,893</b> candidates in GATE'18 (Computer Science)   Qualified in GATE 2021(CS)</li></ul>				2021
<ul style="list-style-type: none"><li>Attained <b>97.7 percentile</b> out of <b>12,90,028</b> aspirants in JEE Mains   Qualified JEE Advanced out of 1,19,575 aspirants</li></ul>				2014
POSITIONS OF RESPONSIBILITY				
CR NIT Srinagar	<ul style="list-style-type: none"><li>Elected out of <b>55 eligible students</b> after a batch-wide election process   Managed <b>3 stakeholders</b></li><li>Served as a <b>liaison</b> &amp; negotiated with professors for deadlines, assignments, syllabus, classes, etc</li></ul>			2015
				2017
Member Mess Committee NIT Srinagar	<ul style="list-style-type: none"><li>Managed <b>Rs 1.2 Cr+ budget</b> per year along with mess infrastructure &amp; feedback for <b>400+ students</b></li><li>Selected in a <b>6-member</b> team from <b>400+ eligible candidates</b> after a batch-wide selection process</li><li>Negotiated food menu &amp; collaborated with mess representatives &amp; administration to resolve issues</li></ul>			2014
				-
				2018
EXTRA-CURRICULAR ACHIEVEMENTS				
Student Coordinator Controls	<ul style="list-style-type: none"><li>Reduced the <b>TAT</b> by <b>10%</b> of placement process by de-cluttering &amp; streamlining placement process</li><li>Assisted <b>Team Controls</b> in scheduling a batch size of <b>510</b> students across <b>230</b> roles for SIP 2022</li></ul>			2022
XLRI Competitions	<ul style="list-style-type: none"><li>Among <b>top 2%</b> nationally in the Tata Imagination challenge initial rounds   <b>2.29 Lakh+ participants</b></li></ul>			2022
	<ul style="list-style-type: none"><li>Achieved <b>1<sup>st</sup> rank</b> among <b>180 participants</b> in Chaos - auction-based simulation organized by Sapphire</li></ul>			2021
	<ul style="list-style-type: none"><li>Acquired <b>1<sup>st</sup> runner-up</b> position among <b>84 participants</b> in an icebreaker event organized by CPPR</li></ul>			2021
Social Services	<ul style="list-style-type: none"><li>Organized <b>200+ participants</b> strong blood donation camp during Under-Graduation in the college</li></ul>			2017
	<ul style="list-style-type: none"><li>Ideated tree plantation drive in NIT Srinagar &amp; planted <b>40 trees</b> around the campus across <b>2 days</b></li></ul>			2017