



# ARUN KS

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Enthusiastic Product Management fresher ready to apply my skills in a dynamic organization. Possessing a solid grasp of product management principles, I aspire to make a meaningful impact on the team's success. Committed to driving product excellence, innovation, and delivering value to customers. Let's collaborate to shape exceptional products and drive growth.]

## Expieriance

**Senior customer service executive, [Aditya Birla Sunlife Insurance Co ltd], [Alappuzhsa,Kerala]  
[October -2021] - [working]**

- Resolving customer queries, service requests and customer complaints.
- Providing operations support for sales and helping them to issuing each policies on time.
- Ensure zero audit observation in branch
- Cross selling life insurance,mutual fund,Loans and health insurance products to existing customers

**Operations Associate, [Icici prudential Life Insurance Co ltd], [Alappuzha,Kerala]  
[july-2019] - [October 2021]**

- Resolved data communication problems between the main server and 120+ workstations within an 11-mile radius.
- Assisted in creating test plans for a \$700K executive information system that was tested within 11 months of release.

**Marketing executive, [wicked ride Adventures ltd banglore], [banglore,Karnataka],[june 2018] – [may 2019]**

- Conduct marketing activities to drive sales and increase app downloads

## CERTIFICATIONS

Product Management Certification  
Diploma in Financial Accounting

## PROJECTS

**Market Research and competitor Analysis-**

- Conduct market Research and competitor analysis for Launching Metaverse education platform

**Design thinking project**

- Designed new feature in linkedin for mentorship

- Created wireframes and prototypes

### **Product Requirement Documents**

- Created PRD s for whatsapp monetization feature
- Prioritize the requirements into smaller user stories

### **Metrics Dash Board**

- Created metrics Dash board for successful launching of new social media platform using Mixpanel

### **Project report on acquisition and engagement product strategy for Amazon music**

## **EDUCATION**

- **Master of Business Administration (MBA), Operations management [April 2018 ] – 5.8 CGPA**  
[PRESIDENCY UNIVERSITY BANGLORE], [BANGLORE, KARNATAKA]
- **Bachelor of Business Administration (BBA) ,finance [April -2015] – 5.7 CGPA**  
[Calicut university ,kerala]
- **Plus two ,commerce [April -2018]] – 61%**  
[HSE KERALA], [Thrissur,Kerala]
- **S.S.L.C –[2012] - 71%**  
[Board of education kerala],

## **SKILLS**

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| <ul style="list-style-type: none"> <li>• Market Research</li> <li>• Product thinking</li> <li>• Product design</li> <li>• Strong Communication skill (oral and written)</li> <li>• Go to market strategy</li> </ul> | <ul style="list-style-type: none"> <li>• Business Case Writing</li> <li>• Product Analysis</li> <li>• Agile/lean framework</li> <li>• User research</li> <li>• Product development lifecycle</li> <li>• Product vision and road mapping</li> <li>• Ui/ux wireframing/prototyping</li> </ul> |
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