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| Vrinda Menon |
| [vrindamenon1998@gmail.com](mailto:vrindamenon1998@gmail.com) | 2179040862 | Syracuse NY | [LinkedIn](https://www.linkedin.com/in/vrindamenon/) |
| Program Manager with 5+ years experience in product discovery, cross-functional collaboration, and ERP system implementations. Led strategic enhancement at AYR Wellness and Frappe, significantly improving productivity and client satisfaction. Founded an online platform for local plant vendors, generating 5x profit in 3 months. Skilled in Agile methodologies, data analysis, and business process optimization. Proven ability to manage complex enterprise projects, drive operational enhancements, and deliver high-quality results in dynamic environments. |

EDUCATION

UNIVERSITY OF ILLINOIS URBANA-CHAMPAIGNChampaign, Illinois | Aug 2023 – Aug 2024

M.S., Technology ManagementGPA - 3.8

MUMBAI UNIVERSITYMumbai, India | Aug 2016 – Oct 2020

Bachelor of Technology, Information Technology Engineering

EXPERIENCE

UNIVERSITY OF ILLINOIS URBANA-CHAMPAIGN

**Product Data Analyst - Research Assistant** Champaign, Illinois | Mar 2024 – Aug 2024

*Launching an AI-based product with OSF Healthcare and the University of Illinois College of Medicine-Peoria to develop a model for prioritising healthcare allocation in rural areas.*

* Managed and structured extensive data from open-access sources at zip-code and county levels to enhance healthcare accessibility using G-suits.
* Assisting in developing an AI-driven algorithm using empirical methods for optimized kiosk allocation using Copilot and Gen AI.

EXTUENT

**Product Manager** New York, New York | Mar 2023 - Aug 2023

*Drove user experience improvement across the ERP lifecycle - Frappe’s B2B Enterprise Platform.*

* Led strategic planning and execution of 5 Enterprise projects using ERPNext (Open-source platfotm) in inventory and manufacturing and implemented wireframes to drive a 15% productivity increase and reduce processing time by 20%, ensuring operational efficiency.
* Supervised a team of 2 engineers and a project manager to meet create and maintain project plans and product roadmaps, focusing on KPIs and metrics-driven performance resulting in a 15% increase in customer satisfaction, and enhancing client loyalty.
* Managed teams spanning IT and Customer Service departments and engaged key stakeholders to implement solution discovery regarding root causes of system issues, reducing system downtime by 30% and minimising service disruptions by 25%.

FRAPPE

**Project Manager** Mumbai, India | Oct 2020 - Jan 2023

*Led a team of 5 consultants while managing cross-functional teams.*

* Implemented Agile methodology and streamlined Product Road-mapping through JIRA for SaaS solutions, resulting in a 20% increase in project efficiency across APAC, EU, and NA regions.
* Achieved a 95% on-time delivery rate, and boosted client satisfaction by 20% using feedback surveys via Qualtrics, one-to-one calls through critical thinking, data analysis, and performance metrics.
* Implemented ERPNext for 30+ clients in manufacturing and retail industries, optimising Inventory Management and Sales & Purchase Order Processing modules using ERPNext, achieving an average project completion rate of 20% ahead of schedule.
* Delivered 4 comprehensive enterprise projects throughout the project lifecycle, incorporating API integrations and cloud migration by using the Waterfall methodology to proactively address risks and work on potential roadblocks to ensure successful delivery.
* Authored 2 SEO-optimised blogs and 3+ clear and concise help articles using Notion and ERPNext, for newly released products, reducing support queries by 25% and enhancing customer experience.

LINKING PLANTS

**Co-Founder** Mumbai, India | Aug 2019 - Aug 2020

*Launched a Distribution and Services company targeting India’s horticulture market.*

* Orchestrated lean product development and drove a multi-channel go-to-market strategy targeting 10k customers and 10+ SMEs.
* Built an [E-Commerce](https://www.instagram.com/linkingplants/?hl=en) presence to place orders and process payments, driving $150+ in MRR, negotiated large sale orders with SMEs.

SKILLS

Technical Skills - R, SQL, Python, Microsoft Excel, PowerBI, Google Analytics, JIRA, Copilot Studio, MIRO, Figma, GitHub

Core Competencies - product strategy & roadmap, backlog prioritization, data analysis, market research, wireframing, prototyping, user research, stakeholder management, Agile methodologies, GTM strategy, cross-functional collaboration, UAT and A/B testing

[Recommendations](https://www.linkedin.com/in/vrindamenon/details/recommendations/?detailScreenTabIndex=0) from managers/colleagues. Projects worked on - [vrindamenon.com](https://vrindamenon.com/academic-projects)