ROSHNI RABINDRA SAHOO

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SUMMARY

Product Management & Technical Professional with 2+ years of experience driving CRM solutions, Agile delivery, and process optimization. Skilled in defining product requirements, leading sprints, and collaborating across business and engineering teams. Salesforce Certified with strong technical expertise (Apex, SQL, Python, AWS) and proven ability to deliver user-focused solutions that improve adoption, efficiency, and customer experience.

WORK EXPERIENCE

CALIFORNIA STATE UNIVERSITY LONG BEACH — CALIFORNIA, USA
Student Assistant — Nov 2024 – Present
- Streamlined task tracking and vendor workflows, cutting maintenance turnaround by 25% and enabling 95% on-time project completion.
- Partnered with technicians to spot workflow issues, created and managed work orders, improving scheduling efficiency by 20%.
- Took ownership of weekly sync-ups with technical teams to identify recurring workflow issues, designed scheduling improvements, and introduced updates in equipment-handling processes that increased overall operational efficiency by 20% and strengthened collaboration across departments.

ACCENTURE — MUMBAI, INDIA
Analyst — Sept 2022 – Aug 2024
- Drove the end-to-end delivery of 7+ Salesforce CRM features by leading sprint planning, backlog prioritization, and release readiness, while acting as the bridge between stakeholders and technical teams to translate requirements into user stories, define acceptance criteria, and guide developers and QA—reducing error rates by 20%, strengthening platform stability, and ensuring releases aligned with business goals.
- Designed and implemented Apex triggers, validation rules, and automated test classes, collaborating with engineers to enable scalable, reliable deployments across sandboxes and production.
- Led and facilitated Agile ceremonies—including sprint planning, daily standups, retrospectives, and reviews—while maintaining backlog hygiene in Jira, which improved delivery cadence, enhanced team collaboration, and increased predictability of outcomes.
- Mentored and onboarded new analysts through structured KT sessions, process documentation, and hands-on support, accelerating team ramp-up time, reducing onboarding gaps, and ensuring smoother knowledge transfer across distributed teams.

MINOV.IN — MUMBAI, INDIA
Intern — May 2020 – July 2020
- Owned the end-to-end lifecycle of an eCommerce website launch, from requirements gathering and stakeholder coordination to on-time go-live delivery.
- Developed and customized the WordPress and WooCommerce platform by configuring plugins, optimizing backend performance, and implementing secure payment workflows, ensuring a scalable and user-friendly online shopping experience.
- Implemented SEO and performance strategies that increased site traffic by 30% and improved overall customer engagement.

SKILLS

Product Management & Delivery: Agile (Scrum & Kanban), Sprint Planning, Product Roadmapping, Backlog Prioritization, Feature Definition, Release Planning, Risk & Change Management, Stakeholder Communication, Cross-functional Team Leadership, Process Improvement, User Story Mapping, Requirements Gathering, Deliverables Tracking.
Technical Expertise: Salesforce (Administrator, Sales Cloud, Platform Development), Apex, MySQL, Python, Database Management, AWS Cloud Fundamentals, WordPress, WooCommerce, Data Structures & Algorithms, API Integrations.
Business & Analytics Tools: Jira, Confluence, MS Project, Asana, Monday.com, Smartsheet, Power BI, Google Workspace, MS Office Suite, Data Visualization, KPI Tracking, Performance Reporting, CRM Optimization.
Core Strengths: Leadership, Strategic Thinking, Problem-Solving, Collaboration, Adaptability, Conflict Resolution, Stakeholder Engagement, Communication.

EDUCATION

CALIFORNIA STATE UNIVERSITY LONG BEACH — Long Beach, CA, USA
Master of Science in Information Systems — May 2026
UNIVERSITY OF MUMBAI — Mumbai, IND
Bachelor of Engineering in Information Technology — Aug 2018 - May 2022

CERTIFICATIONS

- Salesforce Certified Associate
- Salesforce Certified Platform Administrator
- Google Project Management Professional
- Google AI Essentials

PROJECTS

Salesforce Project Tracker — Feb 2024
Designed and implemented a Salesforce-based project tracking tool by gathering requirements, prioritizing features, and building custom objects, validation rules, and automation flows. Delivered dashboards and real-time reporting that improved visibility, streamlined task management, and helped stakeholders monitor project progress more effectively.

Employee Shift Scheduling System — Jan 2025
Spearheaded the development of a web-based scheduling platform by collecting requirements, prioritizing feature sets, and implementing functionality for availability tracking, notifications, and shift swaps. Created a transparent and scalable system that streamlined manual scheduling, improved coordination, and gave employees greater control and visibility over their shifts.

LEADERSHIP & ACHIEVEMENTS

- Vice President, International Student Association (ISA – 2024, 2025), California State University, Long Beach → Led cultural and academic programs for a diverse student community; organized high-impact events and improved international student engagement through support initiatives.
- Founder, Thelockdowncheff (Food channel engaging 5K+ users) → Created and grew a digital food platform to 5K+ followers; produced engaging content, managed branding, and built an active online community.
- Awards: Student of the Year – Shah & Anchor Kutchhi Engineering College (2021); Talent Door Award – Accenture India (for excellence in internal project contributions).