

PROFESSIONAL SUMMARY

Product Manager with 2+ years of experience delivering user-centric solutions at NEC Software Solutions. Improved user satisfaction by 25% and reduced delays by 15% through Agile execution. Pendo.io certified with a Master’s in Engineering Management. Skilled in stakeholder collaboration, data-driven decisions, and scalable product development.

EDUCATION

Aston University, Birmingham, UK	Sep 2023 - Sep 2024
Master of Science (MS), Engineering Management	Grade: Merit
• Dissertation: “Bridging the Gap: Technical Skills and Managerial Competencies in IT Projects” (Distinction)	
• Some Courses: New Product Development, Project & Risk Management, Customer Engagement, Operational Effectiveness	
K.J. Somaiya Institute of Engineering and Information Technology, Mumbai, India	Aug 2017 - May 2021
Bachelor of Engineering (BE), Computer Engineering	Grade: 8.44/10
• Research: “A Novel Approach to Detect Future Arising Knee Problems” – Led concept-to-prototype development	

SKILLS

Product Development: Product Lifecycle, Requirement Gathering, Roadmap Development , Market Analysis, User Research
Project Management: Agile, Risk Management, Strategic Planning, Process Optimization, Stakeholder Management
Tools: Jira, Confluence, Azure DevOps, Power BI, Salesforce, MS Office, Affinity Publisher, SQL Server, Git
Technical Proficiency: Java, C#.Net, Javascript, SQL, Python, HTML/CSS, AI Tools
Soft Skills: Leadership, Cross-Functional Collaboration, Communication, Problem-Solving, Team Building, Adaptability

WORK EXPERIENCE

Argos, Birmingham, UK	Customer Advisor	Oct 2024 – Dec 2024
• Interacted with 50+ customers daily, gathering feedback and identifying service gaps to inform product improvements.		
• Built strong communication and empathy skills, fostering a user-centric mindset that drives impactful product design.		
NEC Software Solutions, Mumbai, India	Software Engineer	Jun 2021 – Aug 2023
• Led end-to-end feature development and Agile backlog prioritization, increasing overall user satisfaction by 25%.		
• Managed product roadmaps via Jira and Azure DevOps, aligning cross-functional goals and cutting delays by 15%.		
• Translated customer feedback into actionable user stories and wireframes, reducing recurring support tickets by 20%.		
• Collaborated with cross-functional stakeholders to define product goals and ensure timely delivery across teams.		
• Created release documents, feature specifications, and root cause analysis reports, enabling faster alignment and QA cycles.		
• Optimized SQL scripts and database indexing, improving database performance by 30% and team productivity.		
Hertzsoft Technologies Pvt. Ltd., Mumbai, India	Web Developer Intern	Nov 2019 – Dec 2020
• Coded responsive websites, ensuring seamless user experiences that sparked an early interest in product design and UX.		
• Managed project timelines with stakeholders, aligning deliverables with goals, honing my skills in team coordination.		

PROJECTS

CallTouch & Aspire	C#, .Net, HTML/CSS, Javascript, jQuery, SQL
• Built innovative features and boosted performance for NEC’s control room software, improving incident reporting and communication via API integration and SQL migration, sparking my focus on product optimization.	
KneeInspect	React Native, ML, HTML, CSS, JavaScript
• Led a cross-functional team, collaborating with healthcare experts to develop a knee injury app, defining app flow and UX to streamline evaluations and offer tailored exercise recommendations to enhance user health and engagement.	

* **Note:** Additional Projects detailed on LinkedIn

LEADERSHIP & ACHIEVEMENTS

Postgraduate Mentor, Aston University	Jun 2024
• Mentored new students, offering guidance for a smooth transition into postgraduate studies and academic life.	
Program Organiser, K.J. Somaiya Institute of Engineering and Information Technology,	Dec 2022
• Coordinated a 100+ student winter internship on “Azure DevOps, Java, and Web Development,” enhancing peer learning.	
Rising Star, NEC Software Solutions	Apr 2022
• Recognized for driving innovation and strategic initiatives, boosting team performance and client satisfaction.	
Magazine Head, AURA at K.J. Somaiya Institute of Engineering and Information Technology	Jun 2021
• Directed annual magazine production, managing editorial teams and timelines, and publishing creative campus content.	

CERTIFICATIONS

• Product Management Basics	Apr 2025
• Chartered Management Institute: CMI Level 7 in Strategic Management and Leadership Practice	Jan 2025
• Business Analysis for Project Managers	May 2024
• Getting Started as an Agile Project Manager	May 2024
• Project Management Institute: Project Management Foundations	May 2024
* Note: See LinkedIn for more certifications	