

DIPAYAN GHATAK

(206)-471-5527 · dipayang@buffalo.edu · <https://www.linkedin.com/in/dipayanghatak>

EDUCATION

University at Buffalo, The State University of New York	New York, USA
Master of Science, Management Information Systems (STEM Designated)	Feb. 2022
Indian Institute of Engineering Science and Technology	Kolkata, India
Bachelor of Engineering, Computer Science	Jun. 2017

- Recipient of National Scholarship given to 0.01% engineering students in India, for 4 years

WORK EXPERIENCE

MICROSOFT	Hyderabad, India
Project Manager (Program Management)	May 2018-Nov. 2020

- Managed 30+ cross-functional agile projects, worth a portfolio of ~\$20 million, for Fortune 500 enterprise customers and US public sector clients, having 90%+ team, customer and partner satisfaction
- Saved 20% in OPEX costs by collaborating with product owners and engineering team to understand user pain-points, prioritizing product roadmap, removing blockers and resolving conflicts
- Increased 25% month-on-month revenue through early risk identification, effective financial planning, and identified new business opportunities worth ~\$4 million through disruptive cloud solution offerings

MICROSOFT	Hyderabad, India
Consultant (Full-Stack Development)	Jul. 2017-May 2018

- Contributed to 25x of cost-savings and 50% increase in end-user satisfaction, through the product development of a web cloud-based solution for a Fortune 10 enterprise customer
- Improved application load time by 20% by extensive code refactoring, optimizing API and database calls
- Achieved cost saving of ~8 FTEs efforts by proactively understanding client's divergent business needs related to accessibility and multi-lingual support, and redesigning the UI framework of the application

ADDITIONAL PROJECTS / LEADERSHIP EXPERIENCE

Product Lead, METIS – A peer-to-peer project health review tool, MICROSOFT

- Conducted user research to identify root-causes, and ran A/B tests to understand user sentiments
- Spearheaded product development of a tool to capture, analyze and programmatically cascade feedback to the right channel, thus improving project health by 50% and a 4x reduction in escalations

Product Analyst, DYNO – A chatbot for queries related to business processes, MICROSOFT

- Analyzed 200+ low severity support incident tickets, and devised a chatbot to address knowledge-gap queries; reducing 40% operational load from support team and improving service level agreements
- Led user interviews to identify the must have features to increase product capability and refined roadmap

Founding Member and Growth Lead, The Product Folks – a volunteer driven community of product people

- Led Hyderabad city chapter and grew the community from 0 to 300+ active members in 6 months
- Augmented online growth and community presence from 500 to 10000+ product managers and aspirants by identifying key opportunities and channeling the initiatives with the market-gap

SKILLS

- **PRODUCT MANAGEMENT:** Product strategy, user research, data analysis, A/B testing, product design
- **TOOLS:** Microsoft Excel, Microsoft Project, Atlassian JIRA, Power BI, Tableau, Google Analytics, R Studio
- **TECHNOLOGIES:** Angular, Microsoft BOT Framework, SQL, OOP (Python, C#, Java), Javascript

CERTIFICATIONS

Certified Scrum Master (CSM), Certified Scrum Product Owner (CSPO), Microsoft Azure Fundamentals, Kellogg: Insights & Analytics, INSEAD: Value Negotiation