

Saroj Kumar Verma
512-897-3229
sarojvermaofficial1@gmail.com
<https://www.linkedin.com/in/saroj-verma-6417131b2/>

Product Manager

Product Manager with 11+ years of experience spanning software development, production support, and cross-functional product leadership. Proven track record in delivering scalable, customer-focused solutions by aligning technology with business goals. Adept at managing the full SDLC, driving Agile/Scrum delivery, and translating user needs into actionable roadmaps and MVPs. Skilled in backlog prioritization, stakeholder collaboration, and iterative product improvement. Hands-on expertise in incident management, system monitoring (Splunk, Dynatrace), REST API integration, database optimization, and cloud infrastructure (AWS). Strong ability to bridge technical and business teams to drive impactful outcomes.

Product Strategy & Technical Strengths:

Product Lifecycle Ownership · Roadmapping · MVP Definition · GTM Strategy · Agile/Scrum · UX Optimization · REST/SOAP APIs · CI/CD (Jenkins, Hudson) · SQL (Oracle, Snowflake, PL/SQL) · Microservices · MuleSoft · Observability (Splunk, Dynatrace) · RCA & Incident Management · A/B Testing · Data-Driven Decisions · Cross-Functional Leadership · Performance Tuning · Automation, GenAI, AI Workbench

Professional Experience:

Intuit Inc.

Product Manager (Senior IT Business Analyst) – QuickBooks Payroll, TurboTax, Credit Karma

Apr 2024 – Aug 2025 · Austin, TX · Team Size: 25+I

Intuit is a global fintech company with \$15.9B in revenue and 19,000+ employees.

Scope: Full P&L ownership for high-impact features across Intuit's flagship brands, influencing 30M+ users and impacting \$2B+ in revenue. Partnered cross-functionally with product, engineering, legal, and marketing teams to drive adoption, retention, and accessibility across global platforms.

Role Overview: Promoted to lead strategic product initiatives delivering measurable business outcomes, including a 35% CTR lift on ML-powered credit recommendations and a 40% reduction in payroll manual steps. Owned end-to-end lifecycle from roadmap and MVP to release, GTM, and post-launch KPIs. Presented business cases for resource allocation and earned buy-in for additional budget funding to scale initiatives globally.

Budget Involvement: Successfully managed project budgets up to \$3M across QuickBooks Payroll and Credit Karma initiatives, consistently delivering under budget by 8–12% across development cycles. Built business cases to secure incremental funding for personalization and automation features, directly contributing to improved adoption and double-digit revenue growth.

QuickBooks Online Payroll (Accounting Software)

- Tapped to lead a failing payroll automation initiative, redesigned workflow and eliminated 40% of manual steps—**improving accuracy by 25%** and reducing support tickets by 20%.
- Led cross-functional team delivery under regulatory deadlines, exceeding rollout metrics by 22%.
- Spearheaded third-party HRIS integration (e.g., BambooHR), resulting in a 17% increase in feature adoption across mid-market employers.
- Streamlined onboarding UX using usability testing, reducing task completion time by 30% and improving adoption rates.
- Owned full backlog refinement, QA, and stakeholder alignment—driving competitive market retention.

TurboTax (Tax Filing Software)

- Mapped full e-filing journey using NPS and analytics to identify friction, leading to UX redesigns that cut **abandonment by 18%**.

- Launched a personalized credit card engine in partnership with Credit Karma; delivered MVP in 10 weeks, **surpassing KPIs by 32%**.
- Optimized mobile UX with responsive design and simplified input flows, boosting mobile **conversion by 28%**.
- Led TurboTax's accessibility revamp, delivering WCAG-compliant features and expanding access to **150K+** screen reader users.

Credit Karma (Credit Monitoring / Financial Wellness)

- Owned ML-powered credit card recommendation engine, **boosting CTR by 35%** and approval rates by **22%**.
- Delivered MVP platform in 13 weeks by aligning engineering, legal, and marketing on execution roadmap.
- Rolled out real-time credit suggestions based on user behavior, increasing session time **by 2.4 minutes**.
- Scaled targeting logic to optimize offer relevance—contributing to double-digit revenue growth in the lending marketplace.

Global Impact: Several features and platform rollouts extended **across North America and global user base**, influencing both consumer and partner-facing products at scale.

Mastercard Inc.

Production Support Lead / BizOps Manager – Global Payments Platform

Oct 2022 – Mar 2024 · O'Fallon, MO · Team Size: 10

Mastercard is a global payments technology company with \$25.1B in revenue and 33,000+ employees.

- Led 24/7 production support for global payments, ensuring 99.99% uptime and reducing **MTTR by 30%** via automated alerting and RCA playbooks.
- **Drove 40% reduction** in repeat incidents by embedding product-side fixes.
- Partnered with Product/Engineering to integrate operational KPIs into MVP planning.
- Managed **30+ releases** with **<1% rollback** and authored **25+ SOPs** to reduce onboarding time.
- Built dashboards in Splunk, Dynatrace, and Jira to drive decision-making.

Ahold Delhaize USA

Sr. Production Support Engineer – Retail Technology Operations

Oct 2020 – Sep 2022 · Greenville, SC · Team Size: 8

Ahold Delhaize is a global retail and e-commerce company with €88.6B in revenue and 414,000+ employees.

- Maintained 99.95% uptime across 5,000+ stores, leading P1/P2 triage and RCA with 40% reduction in recurrences.
- Improved observability (Dynatrace, Splunk, Datadog) with 15% faster MTTR.
- Automated batch processes via PL/SQL and improved sync stability across **15+ systems**.
- Managed CI/CD (Jenkins, Chef) and deployed MuleSoft APIs to improve data freshness.
- Acted as on-call lead for production releases, ensuring continuity.

Cardinal Health Inc.

Senior Software Developer – Medical Ordering & Fulfillment Platform

Mar 2020 – Sep 2020 · Dublin, OH · Team Size: 12

Cardinal Health is a global healthcare services company with \$165.5B in revenue and 46,000+ employees.

- Led API development for systems handling millions of transactions; improved SLA from **88% to 97%**.
- Reduced unauthorized errors by **32% and cut response times by 47%** via Redis and SQL tuning.
- Resolved billing incident saving **\$500K** through heap/thread dump analysis.
- Deployed CI/CD pipelines (Jenkins, Maven) and built dashboards reducing manual reporting by **80%**.

PNC Financial Services

Java Full Stack Engineer – Digital Banking Platform

May 2019 – Feb 2020 · Pittsburgh, PA · Team Size: 10

PNC is a top U.S. bank with \$21.5B in revenue and 60,000+ employees.

- Built fund transfer APIs with Spring Boot, reducing latency by 40% and eliminating 100K+ daily timeout errors.
- Supported cloud-native deployment (Kubernetes, Azure) with **99.98% uptime**.
- Conducted RCA on production issues, reducing recovery time by 60%.
- Tuned Oracle queries, dropping API response from 2.1s to 700ms.
- **Automated CI/CD** and coordinated UAT-to-prod handoffs with QA/SMEs.

Wells Fargo Bank

Java Developer – Digital Lending Modernization

Jan 2019 – Apr 2019 · Des Moines, IA · Team Size: 6

Wells Fargo is a U.S. financial giant with \$82.6B in revenue and 225,000+ employees.

- Modernized lending app into Spring Boot microservices, reducing deployment **downtime by 30%**.
- Integrated secure APIs (SOAP, REST) for 8+ internal systems; **improved performance by 18%**.
- Enhanced front-end workflows using Angular and reduced query time by 40% in Oracle.
- Implemented logging and alerting via Spring AOP and Log4j.

CSG International

Java/J2EE Developer – Retail & Revenue Management Systems

Nov 2015 – Dec 2018 · Omaha, NE · Team Size: 7

CSG is a customer engagement and billing platform with \$1.1B in revenue and 5,000+ employees.

- Built Java-based POS/BOPIS systems with 99.95% uptime using Spring, Hibernate, and AngularJS.
- Managed live support for global stores and deployed apps on AWS EC2/Linux.
- Secured APIs with Spring Security and ensured CI/CD readiness with JUnit and scripting.

Lindsay Corporation

Software Developer – Internal Business Systems

Dec 2013 – Sep 2015 · Omaha, NE · Team Size: 6

Lindsay is a global irrigation and infrastructure provider with \$715M in revenue.

- Developed full-stack Java apps (Spring, Hibernate, JSF) and SOAP APIs for enterprise systems.
- Managed builds (Maven), CI/CD (Hudson), and XML processing with XPath.
- Delivered scalable, test-ready features through Agile sprints.

Education:

- **Master of Science: Management Information System, Graduated – May 2018**
University of Nebraska at Omaha - Omaha, Nebraska, USA
- **Bachelor of Science: Computer Science, Graduated – June 2012**
Bellevue University - Bellevue, Nebraska, USA

Certifications

- **Google Analytics Certified**
- **Agile Project Management Certified**
- **Scrum Master Certification: Scaling Agile and the Team-of-Teams.**

Technical Skills:

Category	Skills & Tools
Product & Agile Tools	JIRA, Confluence, Aha, Trello, Productboard, Miro, Figma, Postman, Swagger
BA & Data Analysis	Requirements Gathering, BRD/FRD, SQL (Oracle, MySQL, MongoDB), NoSQL, API Testing, Qlik Sense, QuickSight
Web & Cloud Tech	HTML, CSS, Java, JavaScript, Angular, React, JSON, XML, REST APIs, AWS (EC2, S3, ECS)

Frameworks & Dev Tools	Spring Boot, Spring MVC, Hibernate, Node.js, Git, SVN, Maven, TDD
Servers & IDEs	Tomcat, Eclipse, IntelliJ, Spring Tool Suite, Windows, Linux, macOS