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<https://github.com/saroj-verma/product-portfolio>

## **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+**

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.

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### 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.

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### 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%**.

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### 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.

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## 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.

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## 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.

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## 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