**Saroj Kumar Verma**

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**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 MTTD.
* 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:**

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| **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 |