

SUMMARY

Product engineer with 3+ years of experience building customer-facing payment and billing solutions for 1M+ users. Skilled at translating complex requirements into intuitive product features through market research, user data analysis, wireframing, and cross-functional collaboration. Completed the Google UX Design Professional Certificate, gaining expertise in user research, prototyping, and design thinking. Adept at combining a strong technical foundation in .NET, JavaScript, HTML, CSS, MySQL, with product and UX skills to drive customer engagement, reduce costs, and improve user experience. Seeking a Product Manager role to contribute to impactful product strategy while continuing professional growth.

SKILLS SUMMARY

• Fundamentals	Agile methodologies, Wireframing, Market Research, Product Lifecycle, Product Roadmap
• Languages/Frameworks	Csharp, VB.NET, ASP.NET, JavaScript, HTML, CSS
• Tools	Azure DevOps, GIT, Postman,Figma
• Databases	MySQL

WORK HISTORY

• CG Infinity	Delhi, India
• <i>Software Development Engineer/Technical Product (with Product management experience)</i>	<i>April 2024 - Present</i>
• <ul style="list-style-type: none">o Drove enhancements in payment processing modules impacting 15,000+ daily transactions by collaborating with QA teams, leading to a 20% reduction in payment failures and improved customer trust.o Launched a new installment eligibility feature, partnering with cross-functional teams and integrating MuleSoft APIs, which enabled thousands of users monthly to adopt flexible payment arrangements.o Designed and delivered an automated billing document generation system by gathering requirements from operations teams, mapping manual workflows, and collaborating with other developers to build a scalable solution. This reduced manual errors by 40%, saved operations teams 20+ hours per week, and improved the customer experience faster confirmation delivery.o Defined requirements and coordinated integration of scalable transactional messaging APIs, cutting delivery latency by 60% and improving post-transaction customer satisfaction scores.o Enhanced referral program logic to accurately apply customer credits, directly supporting engagement and retention initiatives.o Partnered with business stakeholders to prioritize self-service features, resulting in a 10% decrease in call center volume and cost savings.o Delivered high-impact product enhancements in 2–3 weeks Agile sprints, ensuring alignment with stakeholder priorities and tight timelines.	
• CG Infinity	Delhi, India
• <i>Associate Software Development Engineer</i>	<i>May 2022 - March 2024</i>
• <ul style="list-style-type: none">o Designed a graphical feature to display the lowest monthly pricing, improving data analysis and customer decision-making. Utilized data analytics and visualization tools to design an intuitive interface, enabling users to quickly identify optimal pricing points, resulting in a 25% boost in engagement.o Served as the Lead Developer, designed and optimized stored procedures tailored to business needs, resulting in a 10% increase in user interactions through more efficient data processing and precise billing calculations.o Developed an automation job to manage complex data integration processes, improving system efficiency and enabling seamless data handling across platforms.o Implemented a new self-service feature in Just Energy portals, allowing users to check impact prices without completing the Customer Service Request procedure, improving user experience and saving time. Resulted in a 30% increase in user engagement.	
• CG Infinity	Delhi, India
• <i>Intern</i>	<i>Nov 2021- April 2022</i>
• <ul style="list-style-type: none">o Enhanced the Commissions portal for Just Energy, resulting in accurate bill calculations and an increase in business profits.o Facilitated the development and deployment of a frontend web application on .NET framework, resulting in a 5% increase in user productivity.	

CERTIFICATIONS

• Google UX Design Professional Certificate	<i>Aug 2025</i>
• Salesforce: AI Associate	<i>Jan 2025</i>
• Microsoft Certified: Azure Fundamentals	<i>Jan 2024</i>

EDUCATION

• JIMS(Guru Gobind Singh Indraprastha University)	Noida, India
• <i>B.Tech in Electronics and Communication; CGPA: 8.6</i>	<i>2022</i>
• Hans Raj Model School	Delhi, India
• <i>CBSE- XII; Percentage: 70.2%</i>	<i>2018</i>
• Hans Raj Model School	Delhi, India
• <i>CBSE- X; CGPA: 10</i>	<i>2016</i>