

SHIKHA SHARMA

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EDUCATION

The University of Utah – MS in Information Systems (MIS) – 4.0 GPA

Exp. Dec 2022

- Teaching Assistant – *Mobile App Programming* – Designed 3 course projects and guided 140 students with the work.

Jawaharlal Nehru Technological University, Hyderabad – B. Tech, IT. Grade – 3.9 GPA

2013 - 2017

Indian School of Business – *Technology Entrepreneurship Programme* (two-year course)

2015 - 2017

- Mentored 20+ students to build products from ideation to launch through iterative design thinking processes.

EMPLOYMENT

Product Manager Intern

The Washington Post

May 2022 – Present

- Researched market opportunity and launched an android widget for Arc XP that enhanced engagement by **39%**.
- Created a tool to generate forecasts and metrics reports to evaluate profitability of new clients and contract renewal.
- Prioritized product roadmap with developers and worked with the VP and Director of Product to build metrics (KPIs).
- Led cross-functional teams to prototype and develop features to gamify the Washington Post reader experience.

Technical Product Manager

JPMorgan Chase & Co.

Jan 2018 – Dec 2021

Loan Origination System: Led the development of a mortgage processing application dashboard with market data and cost reports to provide insights helping users minimize their mortgage costs by **12%**.

- Identified gaps in the infrastructure and created a product roadmap to develop a tool for business users for loan data fix execution, thereby reducing **87% of tickets, i.e., 1000+ hours** of process time. Created **120+ user stories**.
- Prevented loss of **~\$12M** through **14%** fewer P1 issues by overseeing the product lifecycle of an app that detects anomalies and generates alerts to avoid production issues.
- Spearheaded the application releases and saved **18 hours/week** in labor costs by optimizing processes through DevOps automation tools by collaborating with cross-functional teams
- Researched the market and user persona and worked on competitive analysis, A/B testing, and strategic roadmaps.

Skills Tool: Conceptualized and led the development of a skill assessment and learning system, which enhanced the skills of the business unit by **40%** and **employee satisfaction by 23%**. Scaled it to **8+ lines of business** to aid team alignment.

Force for Good: Designed the wireframes, did feature prioritization and user interviews and developed a product strategy for a blood-bank management website for United Way of Hyderabad.

- **Go-To-Market:** Scaled the users from **0 to 16000+** by marketing using Ad Collateral, Creatives, and other platforms

Fraud Detection: Led a team of engineers to create a credit card fraud detection website using a neural network model

Software Engineer

JPMorgan Chase & Co.

Jan 2017 – Jan 2018

Residential Project System: Worked on modernization of mortgage application platform using Java, Rest API, and AWS

- Implemented NDCP algorithm to increase performance of data processing batch jobs in a distributed system by **60%**.
- Set up a centralized logging system using Splunk, discovered inefficiencies in **15+ workflows** from analytics trends.

Feedback Sentiment Analysis: Developed a website using React, Java, Spring boot, Python, and machine learning to gain deeper insights into customer opinion that boosted the **retention rate by 11%**.

Game Development Intern

Fortuity Infotech Pvt. Ltd.

Jan 2015 – Mar 2015

- Developed a multi-level game, enhanced its UX by adding obstacles and power-ups to achieve 4.8 stars (19k reviews).
- Coded a collision detection algorithm and established mathematical equations for varying speeds.

SKILLS AND TOOLS

- Agile, Jira, Confluence, Figma, Aha, A/B testing, Usability testing, Python, SQL, Cloud, AWS, Tableau, Power BI, R
- ReactJS, Node.js, Angular, JavaScript, Java, Android, Kotlin, HTML, CSS, Git, ServiceNow, Selenium, Unix/Linux

ACTIVITIES AND AWARDS

- Won the awards for “Most Advanced Technical Solution” and “Biggest Social Impact” at VMWare Codeathon 2022.
- **Analyst Committee Hub lead** at JPMC – did planning, budgeting, marketing, and organized 12 events in a year.
- Secured 2nd place at a hackathon conducted by the Washington Post.
- Five keys recognition for “Exceeding Expectations” and “Building lasting relationships” thrice.
- Certified “Application Security Champion” at JPMorgan Chase & Co.