

SHIVAM BANGIA

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SUMMARY

Product Professional with 4 Years Experience in Fortune 500 companies, leading Global Business expansion and Product Development | Actively Seeking **Product Analyst Internship Opportunities for Summer '24**

EDUCATION

CARNEGIE MELLON UNIVERSITY – M.S. in Software(**Product**) Management / USA

Aug 2023 - Dec 2024

Coursework: Product Development Lifecycle, Product Strategy, Software Management

THAPAR UNIVERSITY - B.E., Electronics and Communication Engineering / India

Jun 2014 - Jun 2018

WORK EXPERIENCE

ORACLE (Oracle Cloud – ERP/HCM)

Mumbai, India

Product Analyst

Jan 2020 - Mar 2023

- Reduced onboarding time of new users by 33% by automating alert system using Oracle's analytics platform
- Spearheaded cross-functional product team to implement and test laptop ordering feature in recruiting application, reducing the customer effort score(CES) by 15%
- Improved the efficiency of the production-bug system by ~40% by implementing a push-notification system that alerts the development team to production bugs immediately, resulting in enhanced customer satisfaction
- Boosted HR team efficiency by 60 hour/week by automating manual tasks using business Intelligence tools, achieving a streamlined recruiting process that reduced the time to create and offer a job to a candidate by 33%
- Mentored a team of 4 interns to rectify functional gaps in the existing flow by analyzing user behaviors and studying market trends

Software Developer

Jan 2020 - Mar 2023

- Scaled the architecture and development of a recruiting application serving Oracle employees across 15 countries. Cut down initial 14-second load time by 50% using open-source technologies
- Led the development and implementation of CI/CD pipelines for automated builds, deployment, and testing, resulting in a 25% increase in product efficiency, demonstrating strong leadership, communication, and collaboration skills
- Improved the scalability, reliability, and security of a mission-critical application by migrating it to the cloud, while also reducing costs and improving the user experience

HSBC (Credit Card)

Pune, India

Software Engineer

Jun 2018 - Dec 2019

- Launched HSBC supplementary debit card feature in UAE market, empowering primary debit card holders to control supplementary card PINs and daily spending limits, resulting in an increase in spending by \$250 million by HSBC customers.
- Successfully pitched, developed, and launched a Minimum Viable Product (MVP), a product that integrates with employees across the company to enable automated survey delivery, triggered follow-up actions, and in-depth reporting, at a global hackathon.
- Improved the reliability of the UK mainframe database by developing a backup system, reducing downtime by 10%.

JPMorgan (Analyst Intern)

Mumbai, India

Corporate Analyst

Jan 2018 - Jun 2018

- Saved \$60K+ per year by improving the Pre-Settlement verification process by 25% and created efficiency of 120hr/wk
- Created capacity of 80hr/week; reduced errors by 30% & restructured controls across Security Payment Process

PROJECTS and LEADERSHIP

Carnegie Mellon University (Product Manager)

Aug 2023 - Present

- Conducted product research, identified stakeholders, defined scope and validated hypotheses for existing issues on InstaCart
- Strategized and designed incentivised solutions that will improve the retention rates for old customers and help acquire new customers with estimated ARR of \$2500m. Created a go-to market strategy and product release plan for this implementation

HSBC (Organizer)

Jul 2023 - Present

- Organized an extra-curricular new grad symposium to introduce 500+ new grads to our credit card org
- Educated 100+ colleagues on AWS and mainframe migration through team workshops

Thapar University (Coordinator)

- Secured a substantial sponsorship of 25 lakhs from renowned brands for the cultural-fest, exceeding the initial sponsorship target

SKILLS

Business : Product Positioning, User Experience, User Stories Creation, Market Needs, Customer Research, Data Driven Product Strategy, Requirement Gathering, Product Life Cycle, Software Development, Customer Journeys

Leadership: Team Building, Cross-Team Collaboration, Communications, Accountability, Product Enhancement, Problem Solving, Innovation, Product Roadmapping, Decision Making, Public Speaking, Pro-Active, and Analytical Thinker

Tools: SQL, Microsoft Suite, Python, Excel, Agile, Scrum, Kanban, Jira, Java, Data Analysis, Git, Figma and Android