

Sakshi Middha

sam458@pitt.edu | (412) 626-8827 | www.linkedin.com/sakshi.middha

Education

University of Pittsburgh, Joseph M. Katz Graduate School of Business, Pittsburgh, PA

Master of Business Administration – GPA: 3.88/4.0

December 2022

Master of Science in Management Information Systems (STEM)

December 2022

PES University, Bangalore, India

Bachelor of Engineering in Information Science (9.13/10)

May 2016

MBA Experience

Product Manager Intern, Google Life Science, Alphabet Inc.

May 2022 - August 2022

- Prioritized product features that correlated with customer attrition, leading to proactive interventions that improved productivity of engineering marketing team by 25%
- Managed cross-functional team and stakeholder communication and oversaw product development from inception to implementation
- Used data visualization models to understand and track KPIs, reporting results to leadership in prepared presentations
- Established efficient workflow processes, monitored daily productivity, and implemented modifications to improve transparency
- Collaborated with key stakeholders and cross-functional marketing teams to assist in defining go-to-market strategy.

Lean Six Sigma Consultant, FedEx Ground

August 2021 – December 2021

- Improved the current capabilities of FedEx Business Process in routing packages by 0.2% resulting in saving \$2 million annually
- Sustained excellent customer service and tracking services while increasing the efficiency of labor utilization

Project Manager, Joseph M. Katz Business School

August 2021 – November 2021

- Designed roadmap and timelines for intercollege case study competition, KICC 2021, increased participation by 60%
- Managed a team of 8 to develop a budget, promote social media marketing, and boost brand awareness across 150 schools

Product Marketing Consultant, CapSen Robotics

May 2021 – August 2021

- Analyzed competitive standpoint of 3D vision bin picking robotics company, CapSen Robotics to provide a recommendation to differentiate among its competitors based on comprehensive market research
- Identified and formulated a list of potential customers for the company to increase revenue by at least 30%

Program Coordinator, Center for Sustainable Business

May 2021 – September 2021

- Organized and overseen Center for Sustainable Business within University of Pittsburgh to increase sponsors for the Center
- Redesigned social media marketing strategy to increase awareness and corporate sponsors for the Center

Professional Experience

Citrix Systems, Bangalore, India

July 2016 - November 2020

Scrum Master (January 2019 - November 2020)

- Developed and designed an analytical dashboard for Application Delivery Controller (ADC), to detect 80% of bugs pre-release
- Analyzed and solved performance bottlenecks on ADC by autoscaling to achieve a 20% improvement in output
- Designed and automated a solution to optimize the GCP resource allocation by reducing the idle time that saved \$70,000, a year
- Formulated product roadmap, overhauled project planning for SaaS product on a \$500,000 project
- Led unified engineering team in automation, testing, and feature development for ADC on VPX to facilitate on-time delivery
- Collaborated with product managers at different countries to provide acceptance testing and support for ADC VPX on GCP
- Spearheaded Citrix Bangalore CSR partnerships and raised \$165,000 to provide food and medical supplies for Covid-19 victims

Software Engineer (July 2016 - December 2018)

- Led and guided the product release of “Citrix Analytics” from start to completion, a \$12 million time-critical project
- Collaborated with the design team to develop wireframes for UI Dashboards in Citrix Application Management
- Orchestrated mentoring programs on advanced technologies such as JIRA, OneBug, GitHub to expedite early bug detection
- Delivered multiple KPIs in ADM on time that facilitated Product managers to onboard four major clients
- Conducted user requirement analysis and developed a self-service diagnostic tool to reduce customer support calls by 60%

Additional Information

- **Certifications:** Certified Scrum Master (CSM), Six Sigma Green Belt, Blue Belt(Lv 5) Security Ninja Secure Coding Program
- **Technical Skills:** Proficient with Python, C, C++, JavaScript, HTML, MYSQL, GCP console, JIRA, Asana, Buganizer, Microsoft Project, Microsoft Excel and familiar with REACT, CSS, Splunk, Zeplin, Azure Console, AWS console, Linux, Postman Inc, Git, Confluence, Tableau, Pandas
- **Professional Skills:** Leadership, Product Management, Agile/Scrum, Software Engineering, Problem Solving, Customer Experience (CX), Product Development, Process Optimization, Communication