SUHASINI JOHN GADAM

ABOUT ME

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SKILLS

- Scrum Master & Agile Methodologies
- Six Sigma & Lean Agility
- Sales Pipeline Management
- Operations & Logistics Management
- Risk Identification & Mitigation
- Scheduling & Budgeting
- User Experience Research
- New Product Development
- Marketing & Advertising
- Leadership & Negotiations
- Strategic Planning & Execution
- Cross-Domain Collaboration
- Requirement & Quality Analysis
- 360 Degree CRM Strategies
- Web Design & Development

EXPERIENCE

- **Product & Process Manager Intern   Clockwork Recruiting, Oakland, CA   Feb'17 - Present**
  - Owned, managed and released an API product to integrate the Clockwork SaaS platform with other popular marketing and CRM apps such as MailChimp, Wufoo Forms, HubSpot and Google Spreadsheets.
  - Created, tested and released multiple integrations using Zapier, a middleware software, based on popular use cases and workflows.
  - Designed and developed marketing campaigns and collateral for the product in collaboration with Zapier's style guide policies.
  - Determined cost-per-user pricing strategies and assisted the customer success team to develop new training material.
  - Established open communication channels with customers to facilitate a 360-degree feedback loop to improve the process.

- **Engineering Management Intern   International Technological University, San Jose, CA   Jan'16 - Dec'16**
  - Pitched, planned and executed **SGA Build & Pitch Hackathon** by collaborating with 25 volunteers, 100 participants, 20 faculty/staff members and guest speakers. Involved in all phases of project lifecycle, maintained project schedules, meeting summaries and status reports for effective collaboration between team members.
  - Successfully hosted a **Toastmasters Speed Networking Event** for IT professionals by managing a team of 20 volunteers. Designed reports, graphs and charts to provide a summary of event status to senior management and faculty members.
  - Managed **ITU Presents**, a school event similar to **TED Talks**, which hosts experts in engineering disciplines to present tech trends.

- **Associate Project Manager   Codeforce 360, Hyderabad, India   Jun'11 - Apr'15**
  - 4 years of project and product management experience, managed cross-functional teams of 20 developers, designers and testers.
  - Applied Agile, Six Sigma and Lean project management techniques for optimizing project resources and maximizing performance.
  - Communicated regularly with clients and prepared reports from gathered data to drive decisions and improve delivery timeline by 2x.
  - Improved project velocity by communicating regularly with developers and testers through daily stand-ups, sprint review reports, scrum notes and project retrospectives.
  - Reduced 15% attrition rate by proposing and executing a project plan for a Zendesk ticketing system for company clients.
  - Utilized Sprint Burn-Down, Gantt Charts and Planning Poker technique for effort estimation depending on project priorities and backlog length to ensure quality and timely delivery.
  - Improved project work flow by breaking down requirements into short and focused user stories with inputs from stakeholders.
  - Delivered two successful releases within 6 months for The Integral and increased their sales pipeline by 22%.
  - Owned product strategy and roadmap supported by revenue and user experience analysis and research.
  - Conducted product design sprints with UX teams to rapidly prototype wireframes and draw up requirement documents for features.
  - Worked closely with UX teams for researching CRM customization benefits and techniques to introduce new products to clients.
  - Successfully drove customer engagement by 3x, integrating Email Marketing & Campaign Management with customer feedback loop.
  - Delivered CRM solution by integrating data & knowledge management systems that increased customer service productivity by 18%.
  - Developed and executed product strategy for TrackTop – Project Status Tool, which increased client acquisition rate by 20%.

TOOLS

MS Project, MS Office, JIRA, Salesforce.com, Zendesk, Trello, Sketch, Adobe Creative Cloud, HTML5, CSS3, Bootstrap, JavaScript

EDUCATION

M.S. Engineering Management (GPA: 3.9/4.0)   *International Technological University, San Jose, CA, USA*   **May'15 – Apr'17**
M.B.A Marketing, Production & Operations Management (GPA: 3.7/4.0)   *IGNOU, India*   **Jun'11 – Jun'13**