

**SKILLSET:** Requirement Gathering (PRD) | User Story (JIRA) | Product Design (Figma) | Product Charter | Backlog Prioritization | Hypothesis Testing | Global Stakeholder Management | Persona Research (Design Thinking) | Track User Behavior (Funnel Analysis, CleverTap, Product Log) | Data Analysis (SQL, Tableau, Excel) | Feature tradeoff | Problem Solving | Agile & Scrum | Presentation | Business case | Market Research

WORK EXPERIENCE		Total: 5 Years 6 Months
JPMorganChase	Product Manager	Jan'2025-Present
Marketing Content Review platform	<ul style="list-style-type: none"><li>Building low-touch <b>content review platform</b> for ~6K marketers &amp; reviewers to <b>upload, assign, review content</b><ul style="list-style-type: none"><li>Define product roadmap &amp; OKR to improve user satisfaction score from <b>3.5/5 to 4</b> &amp; reduce workflow TAT (<b>20%</b>)</li><li>Integrate &amp; train NLP driven <b>document comparison model</b> to accelerate review, highlight deviations for reviewer</li><li>Drive product <b>personalization</b> &amp; improvements by <b>eliminating UX friction points</b> &amp; prioritizing survey insights</li><li>Automating L1,L2,L3 <b>support tickets</b> handling via <b>admin bot</b>, infusing <b>LLM prompt</b> for quicker resolution to users</li></ul></li></ul>	
IBM Consulting	Product Owner	Sept'2020-Dec'2024
Merchant Trade App <i>{For Large Indian Telco}</i>	<ul style="list-style-type: none"><li>Product Owner of mobile app with <b>9L+ DAU</b> which helps retailers to onboard and service prepaid customers<ul style="list-style-type: none"><li>Elevated the <b>app rating from 3.7 to an industry best 4.6</b> by revolutionizing <b>merchant onboarding, reporting dashboard, home delivery of SIM, payment collection &amp; rewards program</b> (30% users enrolled in 1<sup>st</sup> month)</li><li>Spearheaded strategic initiatives by conceptualizing <b>Gen AI and AI Assistant usecases</b> to improve revenue</li><li>Conceptualized feature capabilities by analyzing business requirement, launch and <b>optimize products features</b></li><li>Responsible for <b>complete ownership of the UX</b> by developing understanding of users, lead discussions with designers, <b>A/B testing, funnel analysis</b> &amp; track user behavior via <b>CleverTap</b> to provide delightful user experience</li><li>Managed <b>end to end delivery</b> by brainstorming requirements with client, translating complex business requirements into <b>PRD</b>, provide insights on design &amp; liaised with multi-vendor teams to resolve blockers</li><li><b>Prepared presentation for CXOs</b> on monthly basis to present feature capabilities gone live and present <b>data analysis</b> of key features to show <b>business benefits</b> (revenue enhancement &amp; cost optimization)</li></ul></li></ul> <p><u><b>Recognition and awards:</b></u></p> <ul style="list-style-type: none"><li>Part of 4-member Value Realization Team, honored as "<b>Most Impactful Team of 2023</b>" among 15+ teams in account</li><li>Awarded <b>Outstanding Team Award for Q1 2024</b> at IBM India Consulting for exceptional product delivery for client</li></ul>	
Digitization of Business Process <i>{For 2<sup>nd</sup> largest private bank in India}</i>	<ul style="list-style-type: none"><li><b>Smart automation in legal workflow</b> of bank by building Legal Operating System to improve loan disbursal TAT<ul style="list-style-type: none"><li>Designed <b>AI usecases</b> to make the workflow people agnostic, built <b>system intelligence</b> &amp; enable faster decision</li><li>Led discussion with <b>55+</b> key stakeholders from multiple business and legal teams for <b>as-is state assessment</b>, identify <b>opportunity areas</b>, eliminate <b>non-value added activities</b> and prepare <b>gap analysis</b></li><li>Crafted <b>user persona</b>, led <b>prioritization of features</b> for M.V.P. and built capability <b>roadmap</b> for the product</li><li>Built <b>business case</b> for value realization (<b>48% TAT reduction, 1.3k Cr additional revenue, 11k manhours savings</b>)</li></ul></li></ul>	
Order-to-Cash Platform <i>{For 2<sup>nd</sup> largest Cement company in India}</i>	<ul style="list-style-type: none"><li>Order-to-Cash transformation across <b>acquired entities</b>, enabling First Time Right (<b>90% FTR</b>) in order execution<ul style="list-style-type: none"><li>Prepared <b>questionnaire for 12 personas</b> to led focused discussion with <b>heads of Plant, Payment , Logistics, Sales &amp; Dealers</b> across subsidiaries to uncover <b>process bottlenecks, application constraints, and pain points</b></li><li>Built intelligence for 8 plants to <b>auto assign orders</b> to transporters and <b>predictive algorithm</b> for future orders</li><li><b>QR code and RFID enabled in-plant truck movement</b>, guided loading, &amp; auto-invoicing enabling <b>faster check-out</b></li><li>Designed <b>logistics app</b> for paperless KYC of transporter &amp; automated vendor payments with ePOD integration</li></ul></li></ul>	
Online retail banking services <i>{For Largest Bank in Fiji}</i>	<ul style="list-style-type: none"><li>Drive improvement initiatives to provide best in class online banking services for one of the largest banks in Fiji<ul style="list-style-type: none"><li>Designed and prototyped end to end online <b>authentication process</b> for activating Internet Banking services</li><li>Crafted <b>GTM strategy</b> basis primary research to navigate demographic challenges &amp; drive customer engagement</li><li>Conceptualized <b>20+ user stories</b> for key features (Fund Transfer, Bill Payment, Service Request) to launch M.V.P.</li></ul></li></ul>	
Emerson	Software Engineer Trainee	Aug'2017 - Jun'2018
Console	<ul style="list-style-type: none"><li>Diagnosed and resolved <b>user interface</b> bugs of product which was an interface for interacting with complex DeltaV system which is used to automate and manage huge <b>oil and gas</b> plants operations</li><li>Developed page object model (<b>P.O.M.</b>) to reduce code duplication and attained <b>33% efficiency in code duplication</b></li></ul>	

ACADEMIC QUALIFICATIONS & ACHIEVEMENTS			
YEAR	DEGREE	INSTITUTE	RESULTS
2020	M.B.A. (Finance)	Jamnalal Bajaj Institute of Management Studies (J.B.I.M.S.), Mumbai <ul style="list-style-type: none"><li>Secured <b>98.81 percentile</b> out of 98,600+ students in <b>MAH-MBA/MMS CET</b> examination</li></ul>	7.0/10
2017	B.Tech. (I.T.)	College of Engineering, Pune (C.O.E.P.) <ul style="list-style-type: none"><li>Secured <b>99.99 percentile</b> out of 2,80,000+ students in <b>Maharashtra Common Entrance Test</b></li><li>Awarded Foundation for Excellence Scholarship in C.O.E.P. for being in <b>Top 70/700+</b> students</li></ul>	6.7/10