Tushal N Shah

Product Manager at UNext

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Summary

Quality-driven product manager with several-year background carrying products from conception to production. Excellent technical knowledge and presentation skills. Firm grasp of product composition, structure and applications.

Strengths

- Timeline management
- Vendor management
- Technical acumen
- Product lifecycle management
- Customer training
- Project management
- User story creation
- Customer empathy

- Troubleshooting and QA
- A/B testing
- Rollout coordination
- App development
- Stakeholder relations
- Teamwork and collaboration
- Interpersonal communication
- Technical support

Technical Exposure

ChatGPT, AWS, Digital Ocean, Docker, Salesforce, LambdaTest, Desk365, GitLAB, Wordpress, Graphql, Smart Sheet, Excel, Outlook, Teams, Zoom, LAMP, Eclipse, Postman, HeidiSQL, VSCode, WinSCP, PUTTY, Manual Testing, API Testing, Responsive Testing, MySQL, Postgres SQL, JIRA, Bugzilla, Youtrack, LeadSquare, Virtual Box, VMware Player, Windows, Ubuntu, Cent OS

Projects

EPIC.U
All in One Community Platform

MSGIFY
App to Send Bulk Campaigns / Messages using Sendgrid & Whatsapp

CANVAS
LMS based on RUBY

Websites
Multiple websites based on Wordpress hosted on Kinsta

TARDIS
App to Transfer Teams Recordings to Vimeo automatically using GraphQL

SLCM/ULCM
Salesforce apps to Manage Students Lifecycle

JAWS
In house CRM tool based on PHP

Experience

U-Next Learning Pvt Ltd   Aug 2024 - Present
Product Manager   Bangalore

- Collaborated with senior project manager to outline project objectives.
- Achieved project success by maintaining alignment with specified objectives, schedules, and financial parameters.
- Engaged cross-departmental groups to ensure timely project completion.
- Provided project updates to stakeholders and supervisors
- Worked well independently and also with others

U-Next Learning Pvt Ltd   Apr 2021 - Jul 2024
Assistant Project Manager   Bangalore

- Developed and tracked project milestones to drive on-time and on-budget project delivery.
- Resolved any conflicts that arose during the course of a project by utilizing effective problem-solving skills.
- Created and maintained detailed project documentation including schedules, budgets, change orders and invoices.
- Developed project plans, identified resources and established deadlines.
- Conducted meetings and prepared reports to communicate project status with internal and external stakeholders.

U-Next Learning Pvt Ltd   Aug 2019 - Mar 2021
Quality Manager   Bangalore

- Created test data for validating scenarios based on functional requirements.
- Assisted in troubleshooting customer problems reported through support tickets or other channels.
- Conducted functional, system integration, regression, stress, performance and user acceptance testing.
- Designed test cases based on use cases and business requirements documents.
- Created detailed bug reports with steps to reproduce the issue and worked with developers to resolve them quickly.

Codeveda Pvt Ltd   May 2017 - Jul 2019
Quality Engineer   Bangalore

- Created detailed bug reports with steps to reproduce the issue and worked with developers to resolve them quickly.
- Completed root cause analysis and corrective action planning on materials failures.
- Utilized defect tracking tools to document issues encountered during testing cycles.
- Worked closely with development teams to ensure product quality is maintained throughout the software lifecycle.
- Performed manual testing on mobile apps across various platforms.

Ample Softwares Pvt Ltd   Jan 2015 - Apr 2017
Software Test Engineer   Bangalore

- Tracked software bugs and detailed information regarding findings and resolution techniques in documentation.
- Reviewed business requirements documents to understand the scope of projects and create comprehensive test plans.
- Developed and executed test cases to ensure software functionality, reliability and performance.
- Monitored bug tracking systems for open issues related to software testing efforts.
- Wrote and updated manual test cases for team use, maintaining optimal organization for maximum productivity.

Flight Raja Travels Private Limited   Dec 2009 - Nov 2013
Associate Accounts Executive   Bangalore

- Daily International Flights, IRCTC, Bus, Mobile Top ups, DTH reconciliation
- Reporting on a daily basis average transactions, sales, commission earned and net retention

Standard Chartered Bank   Sep 2007 - Jul 2009
Customer Relationship Manager   Bangalore

- Handle customer inquiries, complaints, billing questions and payment extension/service requests
- Interface daily with internal partners in accounting, operations and consumer affairs divisions

Achievements & Rewards

- Spot Award for contributing new initiatives at UNext Learning Pvt Ltd
- Appreciation Award for handling projects at expected levels at Codeveda Pvt Ltd.
- Multiple Appreciation Awards as well as Employee of the Month at Ample Softwares.
- Earned praise from management for taking the initiative to streamline office operations at Flightraja Travels Pvt Ltd.
- Commitment to quality. Consistently achieved high quality assurance ratings from Standard Chartered Bank.

Education

Indian Institute of Management, Indore	Apr 2024 Post Graduation Certification in Product Management
SunRise University	Jan 2014 Bachelors in Computer Applications
Rajajinagar Pre-University College	Jan 2007 Bachelors in Commerce
Sheshadripuram Pre-University College	Jan 2004 II PUC
Carmel High School	Jan 2002 STD X

Hobbies and Interests

- Reading Self Improvement/Productivity/Tech Related Articles
- Trying out DIY Projects
- Photography

Languages

English	Hindi	Kannada	Gujarati
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References

References available upon request.