Udit Singh Guleria

Austin, TX | (979) 344-8411 | uditsinghguleria@gmail.com | LinkedIn | Portfolio

4+ years' experience | Product Management | GTM | Market Research | Strategic Planning | SaaS | AI Integration | Agile Methodologies | Data Analytics | Stakeholder Management | Business Intelligence | Software Development

EDUCATION

Texas A&M University — College Station, TX
Master of Science in Management Information Systems / *GPA: 3.9/4* — *Aug 2022 – May 2024*
Relevant Courses – Product Management, Database Management, Accounting, HCI, Product Design

UPES — Dehradun, India
Bachelor of Science in Computer Science with Specialization in Cloud Computing & Virtualization / *GPA: 3.6/4* — *Aug 2015 – May 2019*

WORK EXPERIENCE

DDI — Pittsburgh, PA
Product Manager Intern — *May 2023 – Aug 2023*
- **Led cross-functional teams** to define and design **differentiated B2B SaaS** leadership development subscription packages, improving long-term pipeline efficiency by 16% through targeted market research, competitor analysis, and refining specifications.
- **Analyzed quantitative and qualitative customer feedback** through a comprehensive market research project, involving 20+ competitors' analysis and 50+ user interviews, informing product development, and improving customer experience by 12%.
- Researched industry trends and features using **Confluence and Excel** to develop and **pitch recommendations for the product roadmap**, aligning product features with business strategy via internal stakeholder collaboration and customer feedback, and boosting market penetration by 16%.
- Interfaced with customers to gather feedback, refining features and functionality, resulting in a 16% increase in feature adoption.
- Collaborated with other product managers and designers using **Miro and Jira** to ensure the cohesiveness of the overall customer experience, resulting in a 19% reduction in user-reported issues and a product that effectively met customer needs and expectations.

Gupshup — Bangalore, India
Associate Product Manager, Software — *Jan 2022 – Aug 2022*
- Defined new AI-driven conversational features for **B2B SaaS products**, such as personalized product recommendations and automated customer support for an AI digital assistant, resulting in a 17% increase in customer satisfaction in the e-commerce sector.
- Conducted requirements gathering for **40+ user stories, translated API spec documents into technical feature requirements,** and led Agile sprints with stakeholders, enhancing alignment with business goals and improving feature delivery speed by 14%.
- **Owned and drove the product roadmap for AI-driven chatbot features** for a financial services client, aligning with business goals and achieving key performance indicators, resulting in a 15% increase in NPS, and a 9% reduction in churn rate.
- Defined AI chatbot features, wrote **user stories & acceptance criteria**, and groomed with developers, increasing feature adoption by 14%.
- Created and executed a **comprehensive A/B testing strategy with detailed UI/UX design specifications,** leading to a 15% increase in user satisfaction and 17% boost in conversion rates for the digital assistant software.

Xebia — Gurgaon, India
Software Engineer — *Jan 2019 – Dec 2021*
- Designed simple and intuitive user interfaces for **API development using Java, SpringBoot, HTML, CSS, and JavaScript**, contributing to a 12% increase in user satisfaction scores and a 10% improvement in Net Promoter Score.
- Owned the integration of behavioral analytics and **journey tracking into financial web applications for a banking client**, using the SpringBoot framework in an agile development environment, driving a 21% increase in user engagement and a 12% increase in feature adoption rate
- Conceptualized and **led a cross-functional team in an agile environment** for the deployment of financial web applications on the cloud, resulting in a 26% improvement in deployment efficiency through automated testing and continuous integration practices.
- Coordinated with stakeholders to transition from **monolithic to microservices architecture**, reducing downtime by 19%.
- Analyzed data sets using **SQL and database management,** increasing operational efficiency by 8%.

SKILLS

Tools: Jira, Confluence, Slack, Figma, MS Project, Tableau, Git, AEM, Postman, Miro, Excel, PowerPoint, Mural, Docker, Qualtrics
Technical: C, Java, Python, React, HTML, CSS, JS, MySQL, AWS, NoSQL, REST API, SpringBoot, Kubernetes, M365
Product Management: KPI Tracking, Acceptance Criteria, Project Planning, GTM, Product Design, Product Lifecycle Management, Product Roadmaps, Backlog Management, Marketing, Stakeholder Management, Scrum, User Experience Design, Market Analysis, Relationship Building
Interpersonal: Customer Success, Problem-Solving, Analytical, Empathy, Attention To Detail, Critical thinking, Verbal & Written Communication
Certifications: Certified Scrum Product Owner(CSPO), Professional Scrum Master I(PSM I), Gen AI for Project Managers

PROJECTS

Downtown Bryan Product Design (Unravel Bryan) – *Product Canvas* — College Station, TX
- Designed the Product Roadmap for the Bryan City management application to resolve challenges and increase engagement by 24%.
- Curated user interface design, user stories, use cases, epics, UML diagrams, and wireframes for thorough product vision.

Point of Sales Database Systems Management — College Station, TX
- Designed and implemented a cloud-based POS analytics platform on AWS with EC2 and MariaDB, enhancing ETL processes for a 13% performance boost and reducing query times by 17% through optimized views, stored procedures, and triggers.
- Deployed a scalable AWS POS system with EC2, integrating replication methods to ensure uninterrupted operations and reliability

Local Volunteering Platform (Helping Hands) — College Station, TX
- Led a cross-functional Agile team of 5 to develop an online volunteering web application, conducting 10+ user interviews, creating user personas, and performing competitive analysis and market analysis to ensure a user-centric and market-differentiated product.
- Prioritized features and facilitated regular sprint planning and retrospectives, enhancing community engagement by 23%.

LEADERSHIP EXPERIENCE

- Orchestrated "Dinner & Dialogue 2023" at TAMU with over 700 attendees, achieving record-breaking attendance.
- Successfully organized the ATP-Bio Research & Innovation Annual Meeting at TAMU, hosting delegates from 14 organizations.