



Product Manager seeking to leverage my experience to contribute to mission of making customizable and easy to use solutions for end users.; **Targeting assignments in Product Management /Program Management /Process Consulting, preferably in Delhi-NCR**



Executive Profile

- Product Manager with **9 years** of experience in large engagements including IT Applications Management, Program Management, Services Delivery Management, Solution Design and Strategic Consulting across multiple business verticals
- Excellent in mapping **client's requirements** and designing customized solutions; strong **customer-centric** approach while leading the Product Lifecycle.
- Identified gaps in Indigo's offline sales architecture and presented proposal for Digitized sales platform for **Indigo Airlines**.
- Identified **new partnership opportunities** for Indigo Airlines for revenue growth and ensure technical implementation.
- Dedicated leader** with career long record of stakeholder satisfaction, team building and strategic insights.
- Design and Lead **A/B test and experiments** to find out the optimized solutions which improved conversion rate by 15%.
- Exhibited excellence in **end-to-end project planning and implementation** from scope management, to activity sequencing, effort & cost estimation, risk analysis to quality management
- Implement a long-term price v/s meal experiment that **increased revenue by 23% for Spicejet Airlines**.
- Manage Payment Gateway integrations for **website and Mobile Apps** and enhancing customer experience
- Proven track record of spearheading **service improvement programs** for minimizing gaps in productivity & effectiveness in service delivery
- Excellent **communication, leadership, analytical, planning, coordination and relationship management skills** with capabilities in managing cross-functional team that evolves solutions collaboratively
- Technical expertise entails** Python, Machine Learning, MySQL, BMC Remedy Tool, Spyder, JIRA, Tableau, AIMS, Trello, Powtoon, TFS and Navitaire



Key Impact Areas

Strategic Planning & Leadership

Data Analysis

Stakeholder Management

IT Operations & Governance

Business Strategy

Service Delivery Management

Design Thinking

Client Relationship Management

Machine Learning

Agile Delivery

Market Research



Soft Skills

Strategic Thinker

Team Builder

Innovator

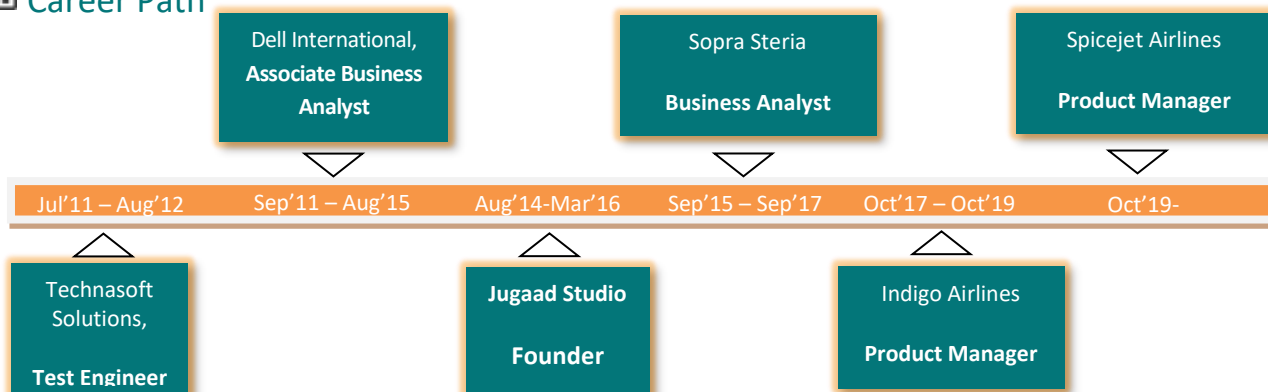


Education & Credentials

- PGCP in **Product and Brand Management**, MDI, Murshidabad, 2021
- B.Tech.** from Manav Rachna College of Engineering in 2011



Career Path



Organizational Experience

Since Oct'19: Spicejet Airlines, Gurugram

- Product Manager for Spicejet airlines Website, Mobile-site and Mobile app for revamping the complete product and user experience across all platform product; Revamping the Legacy system.
- Product Manager for **Spice Club Loyalty program** involved in designing the product Strategy, product enhancement based on Customer predictive analytics by running various models.
- Collaborating with UX/UI, app development teams(both in-house and partners) for cross platform development to create seamless products by leading cross functional teams like commercial , marketing, legal, finance, catering departments.
- Responsible for making **strategic collaborations** happen for business by building a platform for integration with offline an online service providers across all verticals like aviation, F&B, Entertainment for generation revenues up to 4CR monthly
- Strategize and explore new solutions in market and help them integrate with SpiceJet products like Juspay integration, Voice enabled Flight status product, loyalty program partnerships with other airlines, Starbucks and more.
- Implementing the Payment solutions with brands like **MIGS, JUSPAY, RazorPay, HDFC** banks for seamless payments via all modes.
- Analyze quarterly reports with Finance for fraudulent analytics via website to prevent revenue losses.
- Creating impactful digital content with UX team, doing **UX research** and delivering mobile platform specific traffic generation based on research thus increasing the **NPS** score by 2 points.
- Performed UX research and suggest solution to minimized inventory pilferage by implementing flight block time based meals for customers which led to saving of 80L INR monthly.
- Conduct Impact/GAP analysis for requirements and doing grooming of stories to keep them updated for team.

Oct'17- Oct'19: Indigo Airlines, Gurugram

- Front-leading the end-to-end management of IT apps projects entailing requirement gathering, analysis, requirement mapping into technical solution, planning the deployment, execution, delivery and governance projection completion.
- Evolving strategies and execution roadmaps for financial year with budgeting for Clients.
- Conduct **market research** for technologies available that are best possible for my clients and floating RFPs for the same.
- Leading member of core team launching **Mobile Point of Sale** enabled solution for sales in-flights (first of its kind in India Aviation) in Phase 1&2.
- Perform **cohort analysis** that identified an opportunity to reduce pilferage of inventory by 18% in phase 1 which led to savings of 4CR monthly.
- Implementing CoTs solution for Indigo by doing in depth market research and vendors evaluations and managing post procurement support for stakeholders.
- Led the teams to build the **B2C SaaS product** for Cabin Crew managing their entire lifecycle from Hire to retire across mobile and web platform in Agile mode.
- Applied **Design Thinking approach** for building an ecosystem for Crew Performance and building mobile app for crew.
- Performed Gap Analysis and identified opportunity to build an in-house HR management solution for Indigo. Successfully implementing the same for 4 departments in phase 1 driving 83% traffic on the platform. Resulting in saving of 1.2CR in bills annually.
- Defining the strategies, information architecture and other technology directions for implementation and operations of client services, product support, quality assurance and training

Sep'15-Sep'17: Sopra Steria Group, Noida

- Administering planning, selection, development (customization) and implementation of new information systems and business applications for the organization that support the business objectives; ensuring all investments are compatible with the strategic technology plan
- Worked with global client base including geographies like India, The UK and France using Agile methodology.
- Involved with business for preparing reports studying the trends of customer bookings across various geographical regions.
- Worked closely with Leadership team to present key indicators of **product growth** and identifying revenue generating models thereby increasing sales by **300K GBP for Easyjet**.
- Managing the development team to keep track of the project development in JIRA (KANBAN board).
- Acting as a SPOC for business by suggesting solutions for enhancing UX on Mobile Apps and Website.
- Performing Data mining and data sanitization to prepare data for analysis. Creating trend reports with the help of Excel and Tableau.
- Conducting Pre-grooming and Grooming sessions, retrospective sessions ceremonies as part of Agile approach with team.

Aug'14-Feb'16: JugaadStudio.com, Founder

- Founded a startup for Indian Handicrafts manufactures and Organic products sellers who sell items on individual level thus giving them a platform to sell items at their own conditions.

- Performed SWOT analysis, market analysis in pre-launch stage.
- Digital Marketing and physical marketing of the website.
- Managing a team comprising of developers, sales and marketing.

Sep'12-Aug'15: Dell International Services, Noida

- Interacting with business for Requirement Gathering to develop Project Roadmaps, defining Business Processes.
- Managed project development and implementation including interfacing with different (on-shore and off-shore) teams within client organization, needs identification, scope definition, project planning, change management and client acceptance
- Prepare Sprint Plans and product backlog for Projects and maintain the backlogs.
- Responsible for data mining for regional usage of the mobile application being prepared for the client.
- Involved in designing of logic for sending push notifications and automated voice calls to end users before an emergency to Mobile devices.

Jul'11-Aug'12: Technasoft Solutions, Delhi

- Testing Trainee of Mobile Applications for iOS devices on iPad and iPhone by executing test scripts and sharing QA progress reports



Achievements

- Awarded **Best Debutante of the year of Indigo IT 2018** for outstanding performance in the first year of joining.
- Responsible for implementing **offline Credit Card discount** sales solution in Indigo- **first of its kind for any airlines.**
- Awarded **STAR performer** in June 2017 in lieu of delivering a bunch of complex requirements for Easyjet airlines.
- Part of team for acquiring SKYPE testing from Microsoft for Dell International Services.



Training and Certifications

- Google Analytics Certified
- Data Analyst Certified- Udemy
- ISTQB Certified



Technical Skills

Domains: Ecommerce, Aviation, Enterprise
Languages: Python, Machine Learning
DB: MySQL
Tools: Spyder, JIRA, Trello, Powtoon, TFS, Tableau, Google Analytics, TFS, FIGMA
Softwares: Navitaire, AIMS, ARMS, FLYCO, G-CUBE, HRMS



Personal Details

Date of Birth: 25th Oct 89 | Languages Known: English, Hindi | Address: D-34, South Ex., Part-1st, New Delhi-110049