



Shrishti Sharma

Associate Product Manager

I bring in my years of Customer Support, Product analysis & management skills to the table. Skilled in Product Requirements gathering, Market & User Research, Project execution, Management, Software as a Service (SaaS), and Business Development.

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WORK EXPERIENCE

Associate Product Manager Abaqus Inc (allGeo)

10/2019 - Present

Bengaluru

Achievements/Tasks

- Listing of our allGeo application on marketplace like ADP & Gusto. (Ongoing)
- Working on building an in-house Reporting system for customers. (Ongoing)
- Simplified Onboarding of users to move from high-touch to low-touch model for small customers increasing the ROI by 25%.
- Made system HIPAA compliant by launching strict set of password policies, two-factor authentication & Google Single Sign-on.
- Improved the login rate of users by launching New Account activation process.
- Set up Agile methodology for software development lifecycle and tools like JIRA and Notion.

Associate Product Manager Novopay

08/2018 - 09/2019

Bengaluru

Achievements/Tasks

- Driving Retail business Innovation part - Bill payments, E commerce & Cash Management System contributing to 40% of revenue.
- Run incentive program and schemes for Adoption and Growth. Involved in building Road map and design reviews.
- Responsible for Product requirement gathering, definition, testing, launch and product performance.
- Experienced in defining product for Mobile application as well as web application.
- Pre and post release communications to stakeholders.

Product Analyst Happyay

07/2017 - 05/2018

Bengaluru

Achievements/Tasks

- Requirement gathering for Accounting module and writing feature specifications.
- Strengthened company's business by leading implementation of Travel and Insurance module.
- Conducted User research for Happyay's Mobile application.
- Involved in preparing Process Flow, use cases, wire frames. - Writing in-product messages and mailers.
- Worked with Account management team to achieve timely integrations and implementation.

Associate Product Analyst Practo

03/2015 - 07/2017

Bengaluru

Achievements/Tasks

- Root Cause Analysis of detractors and trending issues. Analysis of the all detractors and bucketing it into action items for Product Managers.
- Responsible for Pre-Release Communication sign off and provided training on new releases to Sales and Operations teams.
- Conducted Voice of Customer meetings (every week) with Product Managers and other stake holders presenting different product metrics with insights on product improvement.
- Handled company wide escalations from customers.
- Worked as Product Support Specialist and handled voice, emails & chat complaints from customers.

SKILLS

Analytics

Requirement gathering

Product Management

Wireframing and Prototyping

Market Research

UI/UX

Process Implementation

Product Implementation

Problem Solving

Partnerships

SAAS

New product Release

Roadmap

User Research

Sprint Management

ACHIEVEMENTS

Star Performer - Practo (FY 2015-16)

Transition from Product Support to Product Management role

Successful launch of 10+ successful products/features in my Product Management career

TOOLS

Design	Sketch, Balsamiq, Invision	Analytics	Google Analytics, Appsee, Hotjar
Project Management	JIRA, Asana, Notion	Others	Postman, Developer Console, Intercom, MS office