

**Summary :**

Dynamic **Product Manager** with 6+ years of experience in **B2B SaaS** and **enterprise software solutions**, focusing on delivering **software development projects** and **AI-powered products**. Experienced in **website development**, **user experience (UX)**, and **AI integrations**, with a passion for creating impactful digital solutions that meet evolving business and customer needs. Proven ability in **product strategy**, **roadmap planning**, and **cross-functional collaboration** to drive **product success** and **customer satisfaction**. Skilled in managing the **full product lifecycle**, from concept through development to launch and optimization. Experienced in integrating **enterprise software** with **APIs**, **third-party services**, and **Agile frameworks**, defining **user stories**, and **prioritizing product backlogs**. Adept at **data-driven decision-making** using **KPIs** to evaluate **product success** and drive continuous improvements.

**Skills :**

- **Product Management:** Product Roadmap Development, Feature Prioritization, Product Discovery, Product Lifecycle Management
- **Cross-Functional Collaboration:** Stakeholder Management, Agile/Scrum Methodologies, Team Leadership, Product/Project Management
- **Data & Analytics:** SQL, VBA, KPI Tracking, A/B Testing, Data Analysis, Metrics-Driven Decision Making
- **Technical Expertise:** Cloud (AWS, Azure, GCP), RESTful APIs, Microservices Architecture, DevOps, and CI/CD, Logistics
- **Tools & Platforms:** JIRA, Confluence, Tableau, Power BI, GitHub, AWS CloudWatch
- **Business Acumen:** Market Research, Competitive Analysis, Cost/Benefit Analysis, Business Case Development, Program Management
- **Problem-Solving:** Trade-offs Analysis, Technical Feasibility, Solution Design, Risk Management

**Professional Experience :****Product Manager | Elite IT Technologies LLC, Orlando, FL****Nov 2024 - Mar 2025**

- Lead cross-functional teams in delivering strategic programs by collaborating with product management and engineering teams to design new product features and improve customer business outcomes.
- Contributed to architecture, instrumentation, and performance decisions to enhance product quality.
- Managed the product backlog and participated in Agile Sprint Planning, ensuring timely and accurate feature delivery.

**Software Product Manager – R&D | FleetUp, San Jose, CA****May 2021 - Jun 2023**

- Increased revenue and market share by **5%** through the successful development of web and mobile applications.
- Successfully led the development and market launch of an **AI Dashcam**, expanding FleetUp's reach into the **Mexican insurance market**.
- **Reduced storage costs by 30%** by migrating legacy systems to AWS cloud-based architecture and enhancing data accessibility.
- **Designed and developed API integrations** with third-party partners to streamline data sharing and boost system interoperability
- Facilitated cross-functional collaboration between **stakeholders, engineering, design, sales, and customer success teams**, resulting in a **98% on-time delivery** of new product features.
- Introduced **data-driven decision-making** processes,utilizing **KPI dashboards** to prioritize features, enhancing **customer satisfaction by 15%**.
- Conducted **user research, usability testing, and A/B testing** to drive data-driven decisions, improving product usability and increasing user satisfaction by 25%.

**Product Manager | ISmile Technologies, Bolingbrook, IL****Jun 2020 - Oct 2020**

- Developed a **comprehensive AI-powered Chatbot** solution, reducing customer response times using **Python, Flutter, and Google Firebase**.
- Managed multiple projects concurrently, achieving a **97% MVP delivery rate** by implementing 2-week Agile sprints.
- Created and optimized **user stories and acceptance criteria** for agile teams, maintaining **99% feature acceptance rates** from stakeholders.
- Spearheaded **go-to-market strategies** for digital products, increasing **mobile user engagement by 25%** and **growing market share** through enhanced service platforms.

**Senior Software Developer | NIIT Technologies/COFORGE, India****Oct 2015 - Dec 2018**

- Led a team to develop an enterprise **Tax Master system** for airline industry, achieving **80% reduction in query response time** through optimized PL/SQL code.
- Collaborated with global clients, delivering **99% defect-free software solutions** and reducing operational downtime by **20%**.
- Introduced **automated testing frameworks**, cutting QA time by **15%** while maintaining high-quality code standards.
- Translated complex business requirements into **technical designs** and implemented solutions using **Java, Oracle SQL, and PL/SQL**.

**Education :**

- **Master of Science in Information Technology and Analytics** | Rutgers Business School, Newark, NJ
- **Bachelors of Engineering** | Rajiv Gandhi Prodhgyogiki Vishwavidyalaya, India

**Jan 2021****May 2015****Certifications :**

- **Certified Scrum Product Owner® (CSPO®)** by Scrum Alliance.
- **AI for Product Management** by Pendo.