ABHISEK DASH

✉ abhisek1249@gmail.com   ☎ +91-7205295969   in linkedin.com/in/abhisekdash1249   💼 Portfolio

CAREER SUMMARY

- An **aspiring product manager** who prioritizes user empathy, design thinking, and process-orientedness at work. Has demonstrated ability to complete projects while working with multiple stakeholders. Curious about products, consumer behaviour, and user experience.

PROFESSIONAL EXPERIENCE

Product Management Fellow (Upraised)   Jul 2022 - Present

- **PRD 1 -** Decreasing Cancellation rate (or Increasing acceptance rate) of Airport trips (both pickup & drop) in Uber specially in Tier-1 cities
- **PRD 2 -** Increasing User Engagement for Dineout in Tier-1 cities

Consultant (Ernst & Young)   Dec 2021 - Present

- Delivered end-to-end RPA (Robotic Process Automation) development stages, from requirements gathering till implementation of robots using RPA automation tool.
- Helped EY in **overachieving the expected revenue by Rs. 7 crores** with the execution of the current processes much before the targeted SLA.
- **Developed strong working relationships with KFH stakeholders** to understand their business objectives and practices, and to achieve effective coordination in the deployment of the Automation requirements.
- Improved the Anti Money Laundering process for Kuwait Finance House (KFH) client by **improving the efficiency of Blacklists by 30%**.
- **Increased the customer hold cases by 25%** for Direct Sales Team of KFH Client.

System Engineer (Tata Consultancy Services)   May 2019 - Dec 2021

- Worked with Credit Suisse client in easing out the processes for their business with the help of Excel and Web automations.
- Helped in automating the daily Profit & Loss statements and monthly account summaries for Credit Suisse.
- **Created Business Requirement Documents (BRD) as well Solution Design Documents (SDD)** for all the processes.
- Implemented **8 software Robots** where one "ROBOT" equates on an average to 2 FTEs (Full Time Equivalents) per day with current scheduled robots (operating ~14 hrs) and this significantly **reduced the man hours by 60%.**

EDUCATION

- **Product Management Career Accelerator Program**, Upraised   Jul 2022-Present
- **B. Tech (Mechanical Engineering)**, Indira Gandhi Institute of Technology, Sarang, India   2015-2019

CERTIFICATIONS

- Product Management 101 – Udemy
- Blue Prism Developer (AD01)

SKILLS

- **Technical** – RPA Blue Prism (Certified), Proficient in SQL, Power BI
- **Product** - PRDs, Product Research, Stakeholder management, Wireframing
- **Tools** - Figma, Balsamiq

AWARDS

- Received '**I am Exceptional'** award and bagged **fastest promotion** just within 6 months of joining at Ernst & Young.