Swati Kumari *Product Manager*

✉ kswatijsr@gmail.com   📞 +91-8603118882

in https://www.linkedin.com/in/007sk/   ↖ https://linktr.ee/swatikumari

Experienced Software Developer turned Product Manager with a Learner's Mindset, leveraging my Technical Skill-set along with excellent Communication, Analytical Thinking and taking Product Ownership to get things done collaboratively.

🎓 Education

Indian Institute of Technology, Roorkee (IITR), *Integrated Masters - Applied Mathematics* ⧉   2014 – 2019
Activities: Editor -WatchOut News Agency, Trekker- Himalayan Explorers Club, Debating Society, Vocalist & Joint Secretary- Music Section

💼 Professional Experience

Associate Product Manager, *Crio.Do* ⧉   12/2022 – present
- Responsible for the Backend Learning Track as a product. Work across Growth, Content,   Bengaluru, India
  Delivery, Platform and Outcomes team to take care of the entire product lifecycle.

Associate Product Manager, *Product People GmbH* ⧉   07/2022 – 11/2022
Worked with 2 major clients   Berlin, Germany
Client 1- Europe based Beauty and Perfumery brand:
- Designed and implemented a **"Ticket Prioritisation" Framework** for a dev team of 8 people reducing the backlog size by 60% to increase transparency and streamline the process of requirement gathering from stakeholders
- Created a **user flow**, within 2 weeks of onboarding to understand how the app works and identified 3 pain points users faced in the process.
- Conducted **discovery work** to understand user pain points.Collated the business and dev questions and conducted 7 user interviews (BE) and 50 surveys in DE, PL and NE synthesized primary survey data for designers and developers
- **Presented the progress** made by the team in the quarter to C-level and Omnichannel stakeholders
Client 2- Conversational AI automation platform:
- Wrote 14 detailed **technical user stories** in 10 days to help developers work on the different components of the V1 of the new log page after a 6 hour **design thinking workshop** for our 8 person development team to brainstorm what elements to add to the version 1 of the log page.

Analyst, *Goldman Sachs* ⧉   12/2019 – 06/2022
- As part of user platform engineering, I contribute to various small and large projects   Bengaluru, India
  (backend) to support internally used platforms within the firm.
- Created an automation packaging application in 2 months, to create .msi file, bundling the .exes and dependent files which reduces manual effort on the Support team by 18%.
- Subject matter expert of the application keeping track of all the virtual machines and user mapping data at the firm.
- Built an automation system for scripts in 6 months for files to be deployed on desired machines from which they can be run on autosys at a required frequency, reducing manual deployment time by 10x.

Software Developer, *Veritas Technologies LLC* ⧉   2019
- Worked on the product NetBackup to provide the functionality of backing up, storage and recovery of MongoDB files.

Pune, India

Software Developer Intern, *Samsung R&D Institute* ⧉   05/2018 – 07/2018
- Worked with the Securities and Payment Team in the IOT Division. Generated call stack to analyze the crashes in the device(smart watch and mobile phones)without the presence of device,but using the .log files generated by it.

Bengaluru, India

Research Assistant, *Guangdong University of Technology*   12/2017 – 01/2018
- Worked with the Web Identity Security Labs team. Understood the usage of Qt5 software by learning basics of QML in applications like finding a mathematical model to explain difference in dynamic texture using 3D color space during the project.

Guangzhou, China

Summer Intern, *Tata Steel*   06/2017 – 07/2017
- Applied Lean Six Sigma Methodology on Industrial Data sets. Used Python libraries like scikit learn, Numpy etc. for prediction models

Jamshedpur, India

🧩 Product Work

Deconstructing User Psychology - Duolingo
Duolingo ⧉ is a free and interactive platform to learn a language. It uses several creative techniques like gamification to personalise a user's learning journey. Link - *Duolingo Case Study Slide Deck* ⧉

PRD for Improving Customer Service Experience - Slice
Slice ⧉ is a credit card alternative which enables users to split bills to be paid into 3 months. Link- *PRD for Customer Service Experience Improvement* ⧉

🧠 Skills

Product Management
Asana, Jira, Confluence, Miro, Figma, A/B Testing, Mixpanel, Hotjar

Programming & Data
C#, C++, SQL, Python, Git, Kibana, Kafka

Soft Skills
Public Speaking, Stakeholder Management, Documentation

📚 Courses

Upraised Product Management Program ⧉
Successfully completed Upraised's 4 month long cohort based product management training called Career Accelerator Program in April 2022. Link: Upraised KYS Product Management Aptitude Score (Dec 2021) ⧉

Developing ASP.NET Core MVC Web Applications
Completed this Microsoft training in Aug 2021 as part of Goldman Sachs

Extra Curricular Activities

Trekker, *Himalayan Explorers' Club, IIT Roorkee*   2016 – present
- Pushing myself to complete challenging treks made me understand the importance of hard work, persistence and mental strength.
- Been to adventure activities like rafting and paragliding.

WeTech Mentor, *IIE and Goldman Sachs*   09/2021
Mentored a college student for 5 months across different topics from professional networking to communication skills.

Visa Women Code UR Way Hackathon, *Visa*   01/2019
Achieved AIR 1 in Coding Hackathon conducted for girls in colleges across India