

813-693-2652

Gauravjoblatest2023@gmail.com

NJ, USA

<https://www.linkedin.com/in/gaurav-harsh-8061a8126/>

EDUCATION

MS, Computer Science

New Jersey Institute of Technology,
NJ, USA

2022

B.Tech, Electrical and Electronics Engineering

Vellore Institute Of Technology,
Vellore, India

2019

SKILLS

Methodology:

Methodologies: Secure Development
Life Cycle, Agile/Scrum, Waterfall

Business Tools:

Product Management, Project
Management, Data Analytics,
Fintech, eCommerce, SaaS, Cloud
Product Management, New Product
Development, Business Analysis,
Change Management, Customer
Service, Inventory Management, Jira,
Operations Management, Project
Management, Strategic Planning, A/B
Test, MVP

Product:

JIRA, Confluence, InVision, Trello,
Figma, Salesforce, Adobe Analytics,
Google Analytics, Git

Database:

MS SQL Server, MS Access, MySQL
Design: Design Thinking, User
Experience Design, User Interface
Design, Wireframing, Prototyping
Operating System: Windows, Linux

Gaurav Harsh

Product Manager

SUMMARY

- Dedicated and results-driven Product Manager with over 5 years of experience. Proven track record of achieving exceptional results, improving user experiences, and optimizing product performance through data-driven decision-making. Strong leadership, business intelligence, and project management skills.
- Specializing in introducing ground-breaking products and delivering innovative solutions for customers.
- Proficient in Product Management and well-versed in the Software Development Life Cycle (SDLC) using Agile Methodology and Waterfall.
- Experienced in managing product innovation for a corporate mobile healthcare product initiative, involving the development of product requirements, key partnerships, differentiation strategies, timelines, roadmaps, and monetization plans.
- Demonstrated expertise in product innovation within the domains of SaaS, Cloud Products, and services Inventory Management.
- Possesses knowledge in strategic planning and implementation for global products, encompassing coordination across technology, marketing, delivery, and support functions.
- Capable of effectively managing products and maintaining sprint backlog items using Jira.

EXPERIENCE

JPMorgan Chase & Co, NJ | Oct 2022 - Current | Product Manager

- Managed concept-to-launch of banking & financial front-end transaction solutions focusing on user experience & user design enabling real-time monitoring of online customer activity; utilizing concepts of API integrations and microservices framework.
- Proactively interacted with clients (B2B & B2C), conducted due diligence, market research, financial analysis & risk analysis on competitive Fintech products & identified strategic alternatives for creating new Fintech products to address clients' needs.
- Analyzed requirements and created use cases for new trading product lines using a behavior-driven development philosophy with a focus on automated testing framework; ran daily scrum, epic creation, sprint planning, backlog refinement, product prioritization, documentation & sprint retrospectives

22nd Century Technologies Inc, VA | Jul 2022 - Oct 2022 | Business Analyst

- Collaborated with DCFS stakeholders to discern their specific IT contract needs related to child abuse prevention during and post-COVID and translated these requirements into actionable plans.
- Oversaw the development and implementation of a robust reporting system for child abuse cases, ensuring accurate data collection, analysis, and timely report generation.
- Managed a team responsible for collecting and organizing data from various sources, ensuring data accuracy and completeness in child abuse cases.
- Conducted regular reviews and audits of the reporting process to identify areas for improvement and enhance the efficiency and effectiveness of report generation for child abuse cases.
- Worked closely with law enforcement and child protection agencies to ensure that the reporting system complied with legal requirements and standards, maintaining data security and privacy.
- Developed and implemented strategies for continuous improvement in report generation, incorporating feedback from DCFS and law enforcement to enhance the quality and relevance of the reports.

UPS, NJ | Jan 2022 – May 2022 | Product Manager

- Developed and executed product strategies, leading to a 17% increase in product completion speed.
- Led cross-functional teams, reducing time-to-market by 12% for new products.
- Conducted market research, leading to the successful launch of two new features.
- Focused on user satisfaction rating through user research. Utilized data and analytics, resulting in a 9% improvement in product performance.
- Managed project lifecycles, completing projects 5% under budget on average.

SettleMetal, Bengaluru, India | Jan 2017 - Jul 2020 | Product Manager

- Product design, development and worldwide launch of new features for shopping cart, checkout and personalized recommendations for desktop and mobile.
- Created E-Commerce enhancements to the payment and confirmation pages to improve profitability and UI/UX user experience.
- A/B testing for eCommerce and hybrid mobile apps - embedded html web view for IOS and Android
- Spearheaded new business development by providing new meaningful insights through data analysis on the usage of existing products; process efficiency improved by 60% & developed integrated marketing workflows to automate the entire client lifecycle management by connecting various technologies and teams together.