Sai Kumar Gandham
Product Analyst
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PROFESSIONAL SUMMARY

Product Analyst with 5+ years of experience driving product strategy through roadmap planning, backlog prioritization, and cross functional collaboration. Skilled at aligning business goals with user needs, managing requirements through Jira, and improving digital experiences in Agile and waterfall environments. I specialize in A/B testing, user behavior analysis, funnel optimization, and KPI tracking, delivering measurable results including a 22% boost in user retention and a 14% increase in conversion rates. Passionate about turning complex data into clear, actionable insights that guide executive decisions. Proficient in SQL, Python, Tableau, Snowflake, and modern analytics platforms, with a strong focus on user research, feature optimization, and stakeholder communication to build products that balance usability, performance, and business impact.

PROFESSIONAL SKILLS

- **Product Analytics:** Funnel Analysis, A/B Testing, User Segmentation, Retention Metrics, CLV Optimization, Cohort Analysis, Regression Analysis, Churn Analysis, Predictive Analytics
- **Tools & Technologies:** SQL, Python, R, SAS, Tableau, Power BI, Mixpanel, Google Analytics, Snowflake, Redshift, Airflow, Excel, Looker, Snowflake, Salesforce, ServiceNow
- **Product Management:** Roadmapping, Sprint Planning, KPI Definition, User Stories, FRD/BRD/PRDs, Process Mapping, Agile (Scrum/SAFe), Stakeholder Alignment
- **Business Analysis:** Cost/Benefit Analysis, Impact Analysis, GAP Analysis, Risk Analysis, SWOT Analysis, ROI Calculation, Market Research, Customer Journey Mapping
- **Collaboration & Communication:** Jira, Confluence, Trello, Microsoft Project, Miro, Slack, Salesforce CRM, ServiceNow, Data Storytelling, Workshop Facilitation, Executive Reporting
- **Compliance & Methodologies:** HIPAA, GDPR, SOX, SDLC, UAT, Root Cause Analysis, Data Validation

WORK EXPERIENCE

Product Analyst | Unum - Maryland, US   04/2024 - PRESENT

- Led **product analytics** for a cloud-based disability claims platform serving 45+ million insured users, collaborating with data scientists and actuaries to integrate ML triage models that reduced processing time by 30%.
- Defined and tracked **key product KPIs** such as claim submission rate, triage turnaround time, and digital conversion using Mixpanel and Tableau, setting benchmarks that informed executive product strategy.
- Conduct comprehensive A/B tests on claim form UX across web and mobile platforms, identifying high-performing variants that improved submission rates by 14% and supported **product strategy** through continuous **user journey optimization**.
- Design and maintain executive-level dashboards for product managers to monitor real-time NPS trends, conversion funnel drop-offs, and user behavior patterns across multi-step claim processing workflows.
- Drive **strategic roadmap planning** by analyzing and presenting actionable insights on underutilized features and system latency pain points from Redshift and CloudWatch logs, directly influencing **feature prioritization** decisions.
- Actively participate in **Agile sprint ceremonies**, backlog grooming sessions, and **UAT** processes using **Jira** to ensure seamless feature rollouts while maintaining continuous user feedback loops and 98% on-time delivery rates.
- Perform advanced root cause analysis using **SQL and Python** to identify and resolve data inconsistencies impacting claim eligibility metrics, improving data accuracy by 22% and ensuring SOX compliance standards.
- Partner with customer success, **product marketing**, and claims operations teams to establish insights-driven feedback loops, leveraging predictive analytics in customer advisory presentations to strengthen engagement, guide product direction, and **enhance client satisfaction**.

Product Analyst | Orion Technolab – India   01/2019 - 12/2022

- Worked on a comprehensive **SaaS-based** customer engagement intelligence platform for **multiple B2B enterprise clients**; focused on personalizing digital experiences and strategically increasing retention through data-driven insights.
- Collaborated closely with clients to identify **critical product KPIs** and successfully implemented comprehensive tracking across web and mobile apps using advanced Mixpanel and GA configurations.
- Conducted detailed **funnel and cohort analysis** to systematically identify drop-off points and user journey friction; actionable insights informed strategic UX improvements and complete onboarding redesigns.
- Supported successful rollout of predictive churn scoring with embedded real-time alerts in **integrated CRM systems**, leading to a significant 22% improvement in overall user retention rates.
- Designed and deployed interactive **Power BI dashboards** that effectively visualized product usage patterns, engagement health scores, and comprehensive segment performance for **stakeholder decision-making**.
- Coordinated extensively with engineering teams to validate critical data pipeline accuracy and ensure strict compliance with international data privacy standards, including **GDPR and HIPAA.**
- Leveraged **advanced Looker** capabilities to create highly customized client-specific **engagement heatmaps**, allowing strategic tailored feature enhancement planning across major enterprise B2B accounts.
- **Collaborated strategically with UX teams** to implement comprehensive journey mapping workshops based on detailed user persona data, directly influencing **product backlog prioritization** and agile sprint themes.

CERTIFICATIONS

- PMI Agile Certified Practitioner (PMI-ACP)
- Technical Product Management - International Institute of Business Analysis (IIBA)
- Data-Driven Product Management
- Database Programming with SQL - Oracle Academy
- Python Programming – CISCO

EDUCATION

University of Maryland, Baltimore County – Maryland, US
Master of Science in Data Science | Graduated December 2024