Nissi Kumar Namu

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SUMMARY:

Product Manager with around 4 years of experience managing the full product lifecycle for B2B SaaS solutions, from market research and MVP definition to product launch, adoption, and continuous iteration. Experienced in building scalable, user-focused products by translating customer feedback, analytics, and business needs into actionable product roadmaps. Skilled in UAT planning, sprint planning, backlog grooming, and collaborating with cross-functional teams including engineering, design, marketing, QA, and customer success. Strong understanding of SDLC, Agile methodologies, and Scrum to ensure timely delivery and continuous improvement. Proficient in JIRA, Confluence, Figma, Productboard, Trello, Tableau, Power BI, Amplitude, and Mixpanel. Experienced in using SQL, Python (Pandas, NumPy), and Excel for product analytics, funnel analysis, A/B testing, and data-driven decision-making. Brings expertise in go-to-market strategy, KPI tracking, stakeholder communication, user journey mapping, competitive analysis, and delivering outcome-oriented enhancements.

SKILLS:

Product Strategy & Execution: Roadmapping, Product Requirements (PRDs), Agile & Scrum Methodologies, User Story Mapping, Sprint Planning, Go-to-Market (GTM) Strategy, Cross-functional Collaboration, Stakeholder Communication

Product Analytics & Experimentation: SQL,R, SPSS, Databricks, Python (Pandas, NumPy), A/B Testing, Multivariate Testing, Funnel Analysis, Retention & Churn Metrics (DAU, WAU, MAU, CLTV), Feature Adoption, Behavioral Cohort Analysis, User Segmentation, KPI Tracking, Experiment Design, Product Performance Monitoring

Tools & Platforms: JIRA, Confluence, Productboard, Tableau, Power BI, Amplitude, Mixpanel, Google Analytics, Figma, Miro, Trello, Notion, MS Excel, MS PowerPoint

User Research & UX Insights: Persona Development, Customer Journey Mapping, Usability Testing, Surveys & Feedback Loops, Competitive Analysis, Feature Discovery

Data & Statistical Methods: Hypothesis Testing, Regression Analysis, Statistical Significance, SQL Window Functions & Joins, Time Series Analysis, Data Cleaning & Transformation, Dashboarding, Data Visualization

Certifications: Product Analytics Micro - Certifications by Product School Inc, Introduction to Programming Using Python

EXPERIENCE:

Kroger| Product Manager, Cincinnati, Ohio, Hybrid   Jan 2024 – Current

- Built interactive Power BI dashboards visualizing fill rates, wait times, and prescription drop-offs across 8,500+ stores. Dashboards were used in monthly leadership reviews to identify operational gaps and drive improvements.
- Collaborated with health services and compliance teams to simplify prescription refills on web and mobile. Led UAT sessions with pharmacists, resolving 90% of issues before launch while ensuring FDA documentation standards.
- Defined and rolled out a dashboard for in-store pharmacists to access patient history, prescriptions, and insurance. The tool boosted refill counseling speed and contributed to a 12% improvement in medication adherence.
- Spearheaded the SDLC of a pharmacy document workflow tool for institutional clients by coordinating with legal, compliance, and engineering. Used Agile in Jira to manage epics and tasks, leading to a 38% faster turnaround in 90 days.
- Formulated the MVP for a prescription sync feature, enabling patients to refill medications on one date. Collaborated with pharmacists and store leads to test across pilot locations, leading to improved refill coordination and fewer walk-ins.
- Worked with UX and accessibility teams to revamp high-traffic flows on the Pharmacy Portal. Created wireframes in Figma and ran usability tests, leading to a 22% cut in click paths for refill and medication management tasks.
- Partnered with clinical innovation and digital pharmacy teams to monitor user behavior on chronic care modules using Mixpanel and Amplitude. Insights informed content layout changes and increased average session time by 18%.
- Managed go-to-market planning for the Specialty Pharmacy locator tool, handling training, documentation, and internal rollout. Aligned product, marketing, and support teams for a smooth launch across all channels.

Hexaware Technologies| Product Analyst, Hyderabad, India   May 2020 - Jul 2022

- Coordinated with teams to define and launch the MVP of an insurance claims submission portal. Introduced real-time validation and document upload features that helped reduce claim rejections by 28% in the first quarter.
- Participated in sprint planning, backlog grooming, and retrospectives for healthcare modules including lab results delivery, appointment tracking, and insurance eligibility checks, prioritizing tasks based on clinical input and patient impact.
- Led UAT sessions for a physician scheduling tool across four hospitals. Coordinated testing with clinical stakeholders and QA teams, identifying and resolving over 40 critical issues before production release with a 97% success rate.
- Conducted SQL-based analysis of 2.7 million+ EHR entries to identify bottlenecks in patient discharge workflows. Findings drove operations changes that led to a 21% improvement in discharge timelines.
- Converted pharmacy support tickets into actionable backlog items, working closely with the development team to address core issues. Ticket volume dropped by 36% across two release cycles, improving support efficiency.
- Designed and deployed Power BI dashboards to visualize patient engagement across a chronic care app. Enabled product and clinical teams to track usage trends and improve feature adoption, boosting engagement rates by 18%.
- Teamed up with the UX team to improve the onboarding experience of a telehealth platform. Analyzed heatmaps and drop-off points, which led to a redesigned flow and a 16% increase in registration completion rates.
- Automated HIPAA compliance reporting using Python and Excel macros, reducing manual reporting effort by 80% and ensuring timely updates to the legal and security teams on critical workflows.

EDUCATION:

Master of Science in Applied Security and Analysis

University at Findlay, Findlay, Ohio