



# SUMIT SRIVASTAVA

PRODUCT MANAGEMENT | BUSINESS ANALYST

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## WORK EXPERIENCE

### PRODUCT ASSOCIATE

Emoha Elder Care, Gurgaon (September 2023 - January 2024)

- Worked with AVP sales & CPO to evaluate and devise 2 new logics for sales CRM (Progressive Dialing & Engagement) to increase sales productivity & process efficiency - creating sales revenue uplift of approx 40% in 3 months.
- Formulated & Led a team of 9 people for design, development & testing across Internal CRM features & enhancement to deliver hassle free environment for 60+ sales reps on portal. Resulting in a time reduction by 30%
- Collaborated with non-technical and technical teams to gather and translate requirements.
- Championed Agile methodologies and participated in scrums and planning sessions.
- Prioritized and delivered value-driven changes with Product Owners and cross-functional teams. Identified and removed blockers, ensuring smooth delivery with Scrum Masters.
- Leveraged extensive data management expertise, including relational and graph databases.
- Conducted requirements gathering, documentation, and testing to ensure validated solutions.

### PRODUCT BUSINESS ANALYST

Posist Technologies, Delhi (October 2022 - August 2023)

- Worked with Key Account Managers & Clients to formulate their pain-points & requirements with smart solutions.
- Documented product requirements & published release notes for every live sprint cycle.
- Led FOH (Front of the house) product requirement delivery within deadline.
- Analyzed root-cause for daily bugs recurrence and delay on delivery & helped decrease ratio from 8.5%- 6.5%

### BUSINESS ANALYST

Permute, Gurgaon (Aug 2021 - September 2022)

- Managed Jira board and Clickup tools for streamlined project management.
- Conducted client and user requirement gathering, resulting in the creation of datasets, flowcharts, and prototypes.
- Performed competitor analysis to inform strategic product decisions. Implemented customer feedback mechanisms and utilized Net Promoter Score (NPS) to ensure high-quality features.

### INTERN PRODUCT MANAGEMENT

Ford Motor Company, Chennai (Feb 2021 - Jul 2021)

- Conducted comprehensive market research for Ford Motor Company Initiative Office Ride App, a shared mobility solution for corporate employees.
- Developed visual aids such as flow diagrams, presentations, and mind maps to communicate proposed features for the Minimum Viable Product (MVP).

## EDUCATION

### G. L. BAJAJ, MATHURA

Bachelor of Technology In Civil Engineering (HONORS) (May 2016 - May 2020)

## CERTIFICATION

### BECOME A PRODUCT MANAGER, UDEMY

Learn the skills & get the job (48 Credit Hrs)

## PRO SKILLS

Agile Project Management

Market Research and Analysis

Product Road Mapping

User Flows & Wireframing

Problem Solving

Mockups

Prototype

Management Metrics & KPIs

Android, iOS and Web Apps Management

Chat GPT | Chat Boat

## SOFTWARE

JIRA | ZOHO | CLICKUP | CONFLUENCE

Balsamiq

Mindmup

Draw.io

Ms Excel

Ms Powerpoint

PowerBI | Clevertap

## LANGUAGE

English

Hindi