**SHIVAM BAJAJ**

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**SUMMARY**

Results-driven Entrepreneurial Product Manager with a proven track record of achieving substantial business growth through strategic leadership and innovation. Over 5 years of experience leading cross-functional teams and delivering measurable results.

**PROFESSIONAL EXPERIENCE**

**INFILECT TECHNOLOGIES Bengaluru, KA**

**Product Manager 2022-Present**

Led redesign of mobile app and website. Promoted within 9 months due to strong performance and organizational impact (one year ahead of schedule).

* Led InfiViz Shots lifecycle, increasing user satisfaction by 20% and revenue by 15%.
* Migrated Analytics to Power BI, reducing costs by 80% and improving loading times by 70%.
* Integrated ELK and Mix Panel, understanding user psychology and cutting issue resolution time by 30%.
* Revamped photo-taking UX, boosting user engagement by 25% and reducing task completion time by 20%.
* Implemented on-device AI, ML, and computer vision technologies, reducing processing time by 30%.
* Led cross-functional teams to deploy reporting dashboards, contributing to a 40% revenue increase.
* Directed iOS and Android SDK development, increasing product adoption by 40%.

**BLUESTACKS Gurgaon, HR**

**Product Manager 2021-2022**

Developed product strategies for the lead Director and trained the team as it grew to 200 employees. Led redesign of BlueStacks app player.

* Developed Cloud Gaming Platform (Now.gg), driving 10% revenue growth.
* Led Scrum calls and cross-functional teams, increasing productivity by 25% and delivering projects 20% ahead of schedule.
* Introduced Multi-Instance Manager, resulting in a 3.5% DAU increase.
* Enhanced User Engagement by 15% through the Advanced Controls Editor.
* Collaborated with the Design team, improving UX and increasing user adoption by 20%.
* Conceptualized game economy, leading to a 10% revenue boost.
* Proactively addressed support tickets, increasing user stickiness by 6%.
* Developed a Chatbot, reducing support response time by 30%.

**DELL TECHNOLOGIES Gurgaon, HR**

**Associate Product Consultant 2019-2021**

**Senior Support Engineer 2018-2019**

Liaised with D-level executives of Dell Technologies, suggested improvements, and successfully migrated the Dell Sales Application along with the database.

* Orchestrated Dell Sales App migration, reducing order processing time by 25%.
* Led CRM tool development and migration to Salesforce, boosting sales productivity by 20%.
* Enhanced Global Order Visibility, increasing user satisfaction by 30% and sales by 15%.
* Automated quotation creation, saving 50% time and improving accuracy by 40%.
* Provided technical guidance, contributing to a 15% improvement in product delivery time and achieving a 90% client satisfaction rate.
* Integrated payment methods (Payment gateways, cheques, POs, Dell Financial Services Accounts) into the Dell Sales App, improving payment processing efficiency by 25%.
* Developed REST APIs using Python and Django frameworks, resulting in a 15% reduction in response time.
* We analyzed performance data, optimizing systems for stability, resulting in a 10% reduction in downtime and increased system reliability.
* Collaborated with developers and product teams, achieving a 20% faster resolution of customer issues, enhancing overall customer satisfaction

**ROYAL GEAR STUDIOS Chandigarh, CH**

**Founder & Lead Project Manager 2016**

Established and successfully launched Royal Gear Studios, a prominent player in the Internet Website Designers category in Chandigarh.

Patient Management System at PGIMER:

* Led the enhancement of PGIMER's Patient Management System, resulting in a 20% increase in hospital operational efficiency.
* Improved patient care with a 15% reduction in wait times and a 10% increase in patient satisfaction scores.

Meal360 | Multi-Cuisine Cloud Kitchen Project:

* Orchestrated the development and launch of Meal360, achieving 2K+ downloads for the Meal360 mobile app on the Google Play Store within the first three months.
* Secured exclusivity for online orders through food aggregators, leading to a 30% increase in monthly order volume and a 25% boost in revenue.

Ludo Crown Online Multiplayer Game Project:

* Oversaw the design and development of the Ludo Crown online multiplayer board game, resulting in over 10K downloads and a 4.5-star rating on app stores.
* Achieved a 20% month-over-month increase in user engagement and a 15% growth in in-app purchases.

**EDUCATION**

**SETH JAI PRAKASH MUKAND LAL INSTITUTE OF ENGG & TECH Radaur, HR**

***Bachelor of Technology* 2013-2017**

**ADDITIONAL INFORMATION**

* Technical Skills: Agile Methodologies, Google Analytics, Product Management, SQL, JIRA, Leadership, Project Management, Data Analysis, SDLC, Python Django, Figma, HTML5, CSS, JavaScript
* Additional Skills: Product marketing, Cross-functional collaboration, User satisfaction, Revenue growth, Data-driven decision-making, Agile project management, Technical skills, User engagement, Customer support, Product adoption, Cloud technologies
* Languages: Fluent in English, Hindi and Punjabi
* Certifications: Certified Scrum Product Owner (CSPO) | UpGrad, AWS Certified Cloud Practitioner | EMC