

# Sneha Shivanna

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## EDUCATION

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**University of North Carolina - Charlotte** | *MS in Engineering Management (GPA: 3.9)* | USA **Aug 2023 - May 2025**

**Relevant coursework:** Total Quality Management, Product Strategy & Marketing, Project Management, Supply Chain Management, Capital Cost Estimation.

**Visveswaraya Technological University** | *BS in Computer Science (GPA: 4.0)* | India **Jun 2014 – Jun 2018**

**Relevant coursework:** Computer Science, Java, Python, Operations Management, Machine Learning, Database Management.

## WORK EXPERIENCE

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**Cognizant Technology Solutions** | **Associate Product Manager** | Bangalore, India **Mar 2022 – May 2023**

**Product Strategy:** Accelerated MVP development for eBay by 40%, leveraging Agile methodologies, effectively managing the product roadmap, and overseeing the lifecycle from concept to delivery within 2 months.

- **Reduced user query resolution time by 30%** by streamlining Verizon's billing and payments chatbot development, aligning cross-functional teams, and optimizing product strategy.

**User Experience and Design:** Enhanced product alignment by developing user stories and personas, ensuring seamless integration of user needs and stakeholder expectations.

- **Optimized chatbot engagement for eBay and Verizon** by facilitating design sprints, incorporating user feedback, and refining feature sets based on key performance indicators (KPIs).

**Stakeholder Communication:** Delivered demonstration to 200 stakeholders across e-commerce industry on value propositions of product.

- **Achieved a 35% increase in chatbot user engagement** by actively communicating with key stakeholders through focus group sessions, prioritizing customer feedback into actionable product features through user centered design.

**Infosys Limited** | **Senior Systems Engineer** | Bangalore, India **Jan 2019 - Mar 2022**

**Product Development:** Boosted operational efficiency by 20% by managing the product backlog for GSTR 4-Annual Tax form, leading incremental development and MMP delivery with a cross-functional team of 8.

- **Increased system scalability by 25%** by developing REST APIs in microservices architecture, implementing data integration with Kafka, SQL, and HBase, and refining empirical product planning methodologies.
- **Aligned B2B workflows** with Indian government processes by collaborating with Goods and Services Tax stakeholders to ensure clarity and compliance.
- Streamlined development workflows by designing and managing scalable technical documents for GSTR-5 UI, ensuring business alignment and improved project efficiency.

**Product Testing:** Enhanced product performance by 15% by executing white box testing and unit testing methodologies.

**DXC Technology** | **Software Engineer** | Bangalore, India **Aug 2018 - Jan 2019**

**Strategic Marketing and Brand Development:** Led market research for P&G packaging design, delivering actionable insights to inform strategic marketing initiatives.

- Enhanced serviceable obtainable market by 20% by formulating a comprehensive go-to-market strategy for 'P&G'.

## SKILLS

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**Product Management:** Market Research, UI/UX Design, A/B testing, Business Analysis, Roadmap Planning, Agile

**Technical:** Java, Python, Machine Learning, Power BI, SQL, Kafka, Spring, Hibernate, Spark, System Design

**Tools:** Tableau, MS Office Suite (Word, Excel, PowerPoint), Figma, GitHub, JIRA, Trello, Confluence

**PROJECT: Real-Time Delivery Process Improvement System | Blue Dart** **Jan 2025 - Present**

- Defined the product vision and strategy for an AI-driven chatbot system, improving first-attempt delivery success and automating failed delivery resolutions.
- Developed and executed a product roadmap for a real-time contact update mechanism and secure masked call technology, enhancing customer communication and privacy.
- Designed a multi-channel support system (Email, SMS, WhatsApp) to enhance customer engagement, optimizing logistics workflows, and improving escalation management.

## CERTIFICATIONS

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- **Certified Scrum Product Owner (CSPO):** [Badge link](#)
- **IBM Data Analyst Professional:** [Certification link](#)
- **JP Morgan & Chase Excel Simulation:** [Certification link](#)