NISHI PATEL

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SKILLS

- PM tools: Jira, Pivotal, Basecamp, Asana, ProductPlan, Harvest, Zendesk, UserVoice
- Wireframing: Invision, Balsamiq
- Analytics: Google Analytics, Mixpanel, Pendo
- CRM: Salesforce, Siebel
- Payment Gateways: Braintree, Zuora

- Other: basic SQL, Applicant Tracking Systems, CRMs, 3rd party integrations
- Tech stack exposure: Ruby on Rails, .Net 4.6.1, PHP, iOS, Android, AngularJS, React, SOAP and REST API, SAP BPC Netweaver v710, Siebel 8.1

EXPERIENCE

Rocket Wagon, Chicago, IL   Sep 2016 – Present
Senior Product Manager and Program Manager
- Lead design and engineering teams to build a $1M retail IoT product with hardware, software, and data work streams
- Guide the team in transforming ambiguous business problems into actionable product features
- Develop, maintain, and iterate on product roadmap and priorities through client workshops, data analysis, user research, and user interviews
- Manage end-to-end process of product including: requirement gathering, user story writing, sprint planning, daily developer communications, release planning, and iterating based on user feedback
- Responsible for establishing project budget, statement of work, and all account management activities
- Previously led the ideation phase of a project to build the MVP of a telehealth platform

JumpForward, Chicago, IL   Nov 2015 – May 2016
Product Lead
- Managed 2 PMs, QA, and Design teams in developing web and mobile products that track the athletes of over 190 college athletic departments
- Formulated product and engineering roadmaps for measurement against revenue goals
- Collaborated with cross-functional teams including leadership, account management, designers, and developers to assess customer needs and drive project requirements to improve customer satisfaction
- Constructed company-wide metrics strategy to increase usage of data and KPIs in product decisions
- Implemented scrum, quarterly roadmap planning, feature request, and bug tracking processes
- Oversaw maintenance, enhancements, and customer implementations of JumpForward's external API

Hireology, Chicago, IL   Oct 2014 - Nov 2015
Product Manager
- Quarterly Achievement Award Winner - given to one individual displaying outstanding optimism, dedication and results
- Led multiple agile projects for HR software while prioritizing features, enhancements, and defects
- Worked with UX team to conduct user research, usability testing, and validating of hypotheses
- Owned eCommerce roadmap and held accountable for KPIs around usage relating to roadmap features
- Led technical implementation, pricing, and internal training of new sales strategy resulting in 112% increase in sales revenue YOY
- Managed eCommerce and candidate sourcing initiatives including the integration of Salesforce and payment gateway (Zuora) and integration of background check vendor resulting in $1 MM of business
- Oversaw and facilitated ten strategic partnerships for management of application's 3rd party integrations
- Developed internal and external customer feedback tools and assisted with customer concerns

Yello, Chicago, IL   Dec 2013 – Oct 2014
Product Manager
- Managed the roadmap for campus recruitment software and mobile applications, and coordinated between cross-functional team members to develop requirements for new products and enhancements
- Oversaw release and updates of six mobile apps (iOS and Android) improving the scope and design of the products to support the recruitment of 25,000+ new hires for 80+ Fortune 500 companies
- Standardized the product development processes between mobile apps and two enterprise systems aligning with business objectives and operations

Hitachi Consulting, Chicago, IL   July 2010 – Dec 2013
Consultant & Senior Consultant
- **Cheers for Peers** – Recognized by peers for excellence in project work and client services
- **Quarterly Meeting Lead** – Led team of six to plan quarterly firm-wide meetings

Project Manager
Fortune 500 Pharmaceutical Company – Siebel CRM
- Oversaw Project, facilitated system design workshops for key stakeholders, and shared status reports
- Worked with stakeholders to define requirements, created test scripts, and deploy final product
- Managed developers and end users to meet project requirements within budget and on time
- Onboarded new staff and resources during launch and responsible for post deployment support

Business Planning and Consolidation Analyst and Developer
Life Insurance Company – SAP Business Intelligence Implementation
- Improved SEC reporting time by 50% by automating 10+ reports
- Interim project lead, collaborated with CFO and stakeholders to resolve post-implementation issues
- Created documentation and led workshops for domestic and international Executive end users

EDUCATION & ACTIVITIES

Indiana University, Bloomington, IN   2010
  Bachelor of Science, Finance / Bachelor of Arts, Economics (GPA 3.5)
City University, London UK   Fall 2008
Leukemia and Lymphoma Society Woman of the Year Fundraiser, Chicago, IL
Step Up Women's Network Luminary Member, Chicago, IL