ABHISEK DASH

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SUMMARY

An **aspiring product manager** who prioritizes user empathy, design thinking, and process-orientedness at work. Has demonstrated ability to complete projects while working with multiple stakeholders. Curious about products, consumer behaviour, and user experience.

PROFESSIONAL EXPERIENCE

Product Management Fellow - Career Accelerator Program   Jul '22 - Present

Upraised | Remote

- Boosted **satisfaction** of users in Uber's airport trips specially in Tier-1 cities by decreasing **cancellation rate by 40%** [PRD - Uber]
- Accelerated **User Engagement by 50%** for Dineout table reservation services in Tier-1 cities [PRD - Dineout]
- **Recognized** by the PM Coach for my **well-articulated PRD** (Product Requirement Document) surpassing 70% of the PRDs drafted by PMs at Flipkart
- Demonstrated **persistent** attitude throughout the mock-drills while **comprehending user pain-points** and commended by 2 of the expert panelists

Consultant   Dec '21 - Present

Ernst & Young | Bengaluru, India

- Spearheaded the entire lifecycle of RPA (Robotic Process Automation) development, from gathering **requirements to implementing robots**
- Supported EY in exceeding the estimated **revenue by Rs. 7 crores** by implementing the automated processes well ahead of the anticipated SLA
- Established **solid collaborative relationships** with KFH stakeholders, gaining an understanding of their business objectives and practices
- Enhanced the Anti Money Laundering process for Kuwait Finance House (KFH) client by improving the efficiency of **Blacklists by 30%**
- Extended Direct Sales Team's customer **hold cases by 25%** for KFH Client which had a significant improvement on the client's revenue
- Presented with 'I am **Exceptional**' award and **bagged fastest promotion** just within 6 months of joining at Ernst & Young

System Engineer   May '19 - Dec '21

Tata Consultancy Services | Bengaluru, India

- Simplified Credit Suisse's processes by implementing Excel and web automations which increased the **efficiency by 40%**
- Helped in automating the **around 60 Profit & Loss statements** daily and monthly account summaries for Credit Suisse
- Created Business Requirement Documents (**BRD**) as well Solution Design Documents (**SDD**) for all the **8 automation processes**
- Executed 8 software Robots where **one "ROBOT" equates** on an average to **2 FTEs** (Full Time Equivalents) per day
- Planned robot operations for around 14 hrs. per day which significantly reduced the **man hours by 60%**

SKILLS

Core Competencies – Root Cause Analysis, Wireframing, Product Research, Problem-Solving, Product Requirement Document, Stakeholder Management, Workflow Analysis

Technical Skills – Figma, Balsamiq, Power BI, SQL, RPA Blue Prism (Certified)

EDUCATION

Product Management Career Accelerator Program (Learning Bootcamp)   Jul '22 - Present

Upraised | Remote

B. Tech (Mechanical Engineering)   Aug '15 - May '19

Indira Gandhi Institute of Technology | Sarang, Odisha, India

INTERESTS AND HOBBIES

- Stock market analysis
- Travelling and extensive rides
- Trekking