Ragini Chakraborty
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Projects: Projects

WORK EXPERIENCE

Xelpmoc Design & Technology, Bangalore | Associate Product Manager   (Feb'22- Present)
Lead 0 to 1 Product development (Foodtech, Ed-tech, & Banking industry).

- **Led** the delivery of the MVPs: 2 B2B-Banking & EdTech, 1 B2C Product- FoodTech.
- **Strategized** product initiatives & **managed** stakeholder expectations & conflicts.
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- **Handled** a team of 3 Junior PMs, 2 Designers, & 3 QA Engineers.
- **Defined** & measured KPIs & initiatives for the product & team.
- **Played** an active role in **leading Product Delivery** along with the Engineering Head.
- **Studied** market fitment & trends with in-depth market research.
- **Onboarded 5+ institutions** in the EdTech MVP & **increased engagement** by **15 %.**
- **Executed** & **monitored** the training of the **ML-Chat Bot** thereby **increasing its efficiency from 40 % to 85%.**
- **Implemented A/B testing** & concluded that **~70% of users** preferred feature A over B & **onboarded 20 % more users.**
- **Interpreted** & **analyzed** the data to understand user behavior.
- **Spearheaded** the design sprints for the products along with the design team.

Business Tech Labs, Remote | Product Manager   (Nov'21-Jan'22)
Provided patient health management & monitoring platform for Dentists in Australia.

- **Managed** a team of 5+ designers & product associates.
- **Estimated** market requirement post thorough market research.
- **Strategized short-term** & **long-term** goals for the product along with the **co-founders.**
- **Prepared** the road map & managed the software development life cycle.
- **Handled** stakeholder meetings with **cross-functiona**l teams & helped **define** go-to-market strategies.

Infosys Limited, Bangalore | Senior Systems Engineer   (Aug'18-Oct'21)
L2 support partner for Titan financial account based out of USA - Citizens Bank.

- **Led** a team of 2 full-time employees & 2 contractors.
- **Managed** deployments, integrations, & health checks.
- **Led** the **DMRS** (Disaster Management Recovery System) sprints.
- **Analyzed** & **resolved** bugs on priority within SLAs.

PRODUCT WORK

Upraised, The Career Accelerator Program | Product Management   (Oct'22- Present)
Upskilled in Product Management for achieving career goals faster - Proof Of Work: PRD, Teardown, Observations

- **Solved 20+ Case Studies** on products from **ML, Ecommere, Blockchain,** & many more.
- Created **10+ Wireframes** & **Prototypes** of the suggested solutions. These were later **reviewed by experts**.
- **Personally trained** & guided by a **coach** who has **more** than a **decade** of experience in a leading industry.
- Identified my strengths, worked on my weaknesses & **improved my PM skills.**
- Built **meaningful relationships** with my **peers** who will be rockstar PMs in the coming years.
- Networked with a **plethora of experts** from the Industry who gave tremendous **constructive inputs** for development.
- Brainstormed **real-life product problem**s, figured out solutions, & created **PRDs** for them.
- Execute **5+ Product teardowns** along with my peers & analyzed the why's & how's.
- Inculcated **Product Sense, Product Strategy, Product Design, First Principal Thinking, Structured Thinking, Root Cause Analysis, Product Analytics, User Persona, Data-Driven Decision Making, Technical Product Management, Project Management, Problem Solving & Stakeholder Management** skills in this phase.

TECHNICAL SKILLS

- **Software Efficiency:** Jira, AHA, Pendo, Figma, Google Suite, Lucid Charts, Miro
- **Analytics Packages:** Google Analytics, SQL, Excel

INTERESTS & HOBBIES

- **Interests:** Intraday trading, UI Designing, Networking, Travel
- **Hobbies:** Reading, Playing Badminton, Painting