



**Rishabh Arora**

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## WORK EXPERIENCE

ORACLE

Oracle | Senior Software Developer

2020 – 2022

- Owned **implementation** and **design** of a client-facing tool
  - Handled POCs and **MVP** of Version 1. **Mentored** the development of **Version 2**.
  - Saved **100+ hours** per client during onboarding.
  - Impacted **200+ clients** including **1+ bn\$** revenue companies like Deloitte, NetApp, and TCS.
- Led/Mentored 5+** client-facing projects across our product **Oracle Commerce**.
- Was part of **research/decision-making** of **5+** new critical 3rd party software integrations.
- Frequently addressed urgent **customer escalations** with a **24-hour** response time
- Was **trusted** with 4 projects in the 2 most critical areas of our application - Payments & Security
- Hired** and **mentored** multiple employees. Took **50+ interviews** as part of the hiring process of my team, **Mentored 5+** new hires (having 0-10 yrs experience) during their onboarding
- Gave **10+** presentations/demos to senior stakeholders.

ORACLE

Oracle | Applications Developer

2018 – 2020

- From **problem identification** to implementation and **impact analysis**, **managed** a project that enhanced our team's performance by **reducing** overall wait time by **600+ hours per month**.
- Led** implementation and design of a high-priority feature for our **B2B** customers
- Sole owner** of all code extension projects with a **90% coverage** of all the major code touch points during **client onboarding**, resulting in a **15% decrease in onboarding time** and fewer customer issues.
- Runners up** of our internal hackathon. Focused on next-gen shopping experience using voice assistants

## PRODUCT PORTFOLIO



Upraised | Product Fellow

Oct 2022 – Present

- E-Commerce PRD: Zepto** - Increased **average ticket size** by conducting industry **research**, developing prioritized solutions with **wireframes**, and including detailed **metrics** and edge cases.
- Travel-tech Case Study: Uber** - Reduced cancellation rates for Uber. Focused on drivers with >20% cancellation rates with an estimated **impact** of **10%** on the yearly **revenue** of **20 Bn\$**. This issue was reported by **70%** of **users**.
- Ed-Tech Case Study: AlmaBetter** - Improved conversions at **3 critical stages** of the flow which should reduce the **bounce rate** from **34%** to about **27%** and should **improve conversions** at all stages by at least **10%**
- Fin-Tech SaaS Strategy: Zeta** - Created a **strategic roadmap** for Zeta Tachyon, focusing on its **blockchain strengths** to improve the functioning of today's banking systems.
- Product Blog**: Posting interesting perspectives related to **digital** and **physical products**.

## TECHNICAL SKILLS

- Programming and Software Efficiency**: SQL, Jira, Postman, CSS, Figma, Whimsical, Microsoft Excel, Javascript, React, C++, Notion, Google Analytics, Hubspot, HotJar
- Core Competencies**: Roadmap planning, Feature Prioritization, Root Cause Analysis, Wireframing

## EXTRA-CURRICULARS

- Part of the **founding team** of the Standup Society of our college consisting of **7 members**.
- Created** and **Managed** a Facebook group for creative word plays with **15k members**
- Hosted 3** coding **competitions** on HackerEarth.