



# Harshit Goyal

## Product Consultant

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📍 Bengaluru, India 📁 Portfolio

Driven, Resilient, and Enthusiastic Product Consultant with 4+ years of experience in understanding customer pain-points & desires and building efficient products. Well-versed with all phases of Software development life cycle, Agile methodologies, Scrum, and Kanban frameworks.

## 📁 PROFESSIONAL EXPERIENCE

### Product Consultant, UiPath [🔗](#)

Apr 2021 – present | Bangalore, India

- **Product Design** - Led the product design and development of an App to enable user-input standardization for UiPath bots across the entire Finance function
- **Product Development** - Analyzed, Re-engineered, and Automated material cost estimation process, which led to savings of around **5000 USD per month**
- **Stakeholder Management** - Collaborated with cross-functional teams and SMEs to develop business plans with timelines, milestones, deliverables, and success metrics in more than **10 engagements**
- **User Research** - Owned the User research for the *UiPath Apps* product. Shared the insights with the Apps product manager, which helped **improve the product roadmap** for Apps 2022.10
- Assisted UiPath's top global strategic customers to drive digital transformation using automation as part of the consulting practice. The practice directly contributed to **15% of the total revenue** for FY 2022

### Software Engineer, Enquero [🔗](#)

Jun 2018 – Apr 2021 | Bangalore, India

- **Product Improvement** - Performed Root cause analysis to identify bugs and established processes to reduce production failure rate by 75%
- **Team Building** - Built the entire Automation CoE from scratch and deployed solutions, saving the company 0.3M USD annually
- **Process Optimization** - Saved 85% of manual effort by streamlining the Refunds process by creating a single source of all refund requests. This activity helped increase customer satisfaction as refunds were processed in real-time
- **Product Optimization** - Implemented NLP to classify support ticket requests. This feature helped in re-routing 80% more tickets to RPA bot, reducing the avg. TAT by 90% and freed customer advocates' bandwidth
- Analyzed AR Aging and automated reconciliation of Bad debt reports, resulting in a 95% reduction of manual hours

### Financial Market Analyst (Intern), Futures First [🔗](#)

Jan 2017 – Jun 2017 | Gurgaon, India

- Developed strategies for trading outright & spreads of ASX 10yr Bond and US 10yr T-Note, becoming the highest profitable trader among the interns

## 📄 CERTIFICATES & AWARDS

**Certified ScrumMaster® (CSM®)** [🔗](#) ,

**SPOT Award** [🔗](#) (Received Spot Award from Enquero for "Excellent Performance" during FY 2021)

## 🔗 PRODUCT WORK

### Upraised CAP for Product Managers [🔗](#)

- **Rapido** - Created **PRD** to *Increase Customer and Captain Retention* [🔗](#)
- **Splitwise** - Created detailed **PRD** to *Discover growth opportunities* [🔗](#)
- **Formulated hypothesis** to do RCA of the problems and did **user research** to identify their major pain-points
- **Created wireframes** for the prioritized solutions and defined metrics to measure success

## 🧠 SKILLS

**Agile Project Management** (JIRA, Confluence, ServiceNow)

**Stakeholder Management**

**Cross-Functional Teamwork**

**Effective Communication**

**Data Analysis** (Python, SQL, Excel, Kibana)

**Tools** (Figma, Postman, MS Visio, Signavio)

## 🎓 EDUCATION

### Product Management Fellowship,

*Upraised* [🔗](#)

May 2022 – present

Fellow of the May cohort of Upraised's Career Accelerator Program for Product Managers

**B.Tech in ECE, Punjab Engineering College, Chandigarh** [🔗](#)

Aug 2014 – May 2018 | CGPA: 8.22/10

- Joint Head of PEC dance team
- COE award for All-rounder category
- Award for Best Athlete of ECE dept.

## 🎵 INTERESTS

Dancing, Singing, Cricket, Badminton, Investing