

# Neha Thakkar

Product Manager

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## Professional Summary

Over 7 years of diversified experience in leading complex projects across various industries. Skilled in Agile methodologies, team leadership, and consistently delivering projects on time and within scope. Strong in stakeholder management and driving product strategy. Seeking to leverage proven management skills to contribute to organizational goals and objectives.

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## Work Experience

### Expro Softech

#### Product Manager(freelancer)

Ahmedabad, Gujarat

Nov 2024 – Present

- Directed cross-functional teams to deliver products aligned with goals, timelines, and budgets.
- Developed roadmaps and prioritized features, Optimized workflows with agile practices.
- Ensured seamless collaboration and risk mitigation for successful product launches.

### Space-O Technologies

#### Project Manager

Ahmedabad, Gujarat

Sep 2023 – May 2024

- Managed multiple projects, improving resource utilization and ensuring timely delivery.
- Developed project plans aligned with organizational goals and delivered within budget.
- Established communication frameworks for team collaboration and quick issue resolution.
- Monitored performance, identified improvements, and reduced delays by 15%.
- Collaborated with stakeholders to mitigate risks and achieve successful project outcomes.

### Keshav infotech

#### Project Manager

Rajkot, Gujarat

Mar 2019 - Aug 2023

- Lead large-scale projects, ensuring on-time delivery within budget.
- Directed cross-functional teams and vendors, improving UI/UX with industry-leading tools.
- Provided project reports, enhancing transparency and stakeholder trust.
- Monitored progress, mitigated risks, and boosted project efficiency by 20%.
- Managed client relationships and maintained a 95% customer satisfaction rate through regular updates.

### Elluminati Inc.

#### Project Coordinator

Rajkot, Gujarat

Sep 2016 - Oct 2017

- Coordinated meetings, kept stakeholders informed, and reduced project delays by 10%.
- Monitored metrics, improving resource allocation and project forecasting accuracy.
- Led a quick-response team, resolving 90% of customer issues within 48 hours.
- Mentored junior staff, enhancing team performance and meeting customer expectations.

### Elluminati Inc.

#### Quality Assurance

Rajkot, Gujarat

Apr 2016 - Aug 2016

- Conducted comprehensive testing for system modifications, ensuring bug-free releases.
- Collaborated with developers to enhance software performance and usability through bug resolution.
- Provided QA insights, reducing bug turnaround time by 20%.
- Documented testing procedures to improve future quality assurance efficiency.

### Badabargain.com

#### Software Engineer

Vadodara, Gujarat

Jun 2014 - Sep 2014

- Designed technology solutions that met performance expectations.
- Collaborated with teams to create robust, scalable solutions.
- Improved software interfaces in coordination with engineers.
- Analysed data for system installations and modifications.

### L&T Power

#### Trainee

Vadodara, Gujarat

Dec 2013 - May 2014

- Assisted in project development and troubleshooting technical issues.
  - Supported team in implementing a car booking system.
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## Certificates

- Certified Scum Product Owner by Scrum Alliance
- Certified Scum Master by Scrum Alliance
- Google Project Management: Professional Certificate by Coursera
- AI & Agility: A Comprehensive Introduction by Scrum Alliance

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## Skills

- Cross-functional Team Management
- Documentation
- Strategic Planning
- Conflict Resolution
- Scheduling
- Business Process Improvement
- Communication
- Agile methodologies

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## Education

### Master of Laws (Business)

Sardar Patel University (SPU)

### Bachelor of Laws

Sardar Patel University (SPU)

### Master of Computer Application

Gujarat Technological University (GTU)

### Bachelor of Computer Application

Sardar Patel University (SPU)

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## Projects:

### Chatbot Enabled Spiritual Guidance Web App

- "King of Kings," a web app for churches to share religious PDFs and manage group-based content.
- Enabled church admins to upload files while followers can ask questions through a chatbot, receiving answers with references from their assigned group's files.
- Ensured secure access to engage followers with relevant spiritual content based on their group membership

### Classified App

- "Gujarat Living," a classified marketplace similar to OLX, facilitating buying and selling across Gujarat state.
- Designed to support various categories, including property, vehicles, electronics, jobs, services, and more.
- Implemented user registration and location-based product discovery, enabling users to chat and negotiate deals.
- Integrated a payment model requiring users to purchase packages for posting based on their location.

### Smart Wearable Fitness App

- "QUS," the world's first washable smart textile that accurately captures body data.
- Integrated intelligent sensors into the QUS shirt or band to record and cloud-store relevant fitness data without a chest strap.
- Collaborated with Apple Health for integration, allowing users to visualize their health data comprehensively and manage workouts effectively.
- Implemented Bluetooth technology for data transmission from various wearable devices, aiding athletes in optimizing training sessions.

### On-demand Beauty Service App

- "CUT'N'BRUSH," the first Swiss platform dedicated to home hairdressing, optimizing customer convenience.
- Simplified user experience by allowing customers to book appointments and pay beauticians post-service after deducting admin commissions.
- Enabled beauticians to manage service offerings, pricing, and availability, facilitating seamless customer booking.

### Online Bidding Marketplace

- "2ladue," an auction app allowing users to bid on products and purchase them at the final bid price.
- Designed the bidding mechanism, where each bid increases the price incrementally and resets the auction clock.
- Established a user system requiring prior purchase of bids to participate in auctions, enhancing user engagement.

### Field Service Management App

- Oversaw the development of "TCHS," an internal management app for property maintenance services including painting, repairs, and landscaping.
- Customized access based on employee roles and regions, allowing them to create and manage job quotations.
- Implemented workflows for converting leads into jobs, utilizing both internal staff and external contractors based on availability and job requirements.