**SHIKHA LODHA**

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**PROFESSIONAL SUMMARY**

* Versatile product management professional demonstrating outstanding skills in the areas of product development, product ownership and nailing down successful Product Strategy.
* Highly skilled leader and strategist who fosters collaborative and supportive team environment
* Proven track record of execution, working in agile and waterfall development model
* Visionary and advocate for innovation with exemplary storytelling skills to get mindshare of stakeholders
* Exceptional research skills, who leverage business and market acumen to carve our successful execution strategy while also performing quantitative analysis
* Knowledgeable in programming languages for enterprise application development and web/native development (HTML, CSS, JavaScript)
* Knowledge of Data privacy standards to protect consumer identity

**SKILLS**

Product Management Excellent communicator/presenter

Go-to market strategy Compassionate Leadership

Digital Marketing Business strategy and Execution

* **Tools** - Tableau, Google Analytics, JIRA, ServiceNow, Salesforce CRM, Sketch, Balsamiq, XML, A/B Testing, WordPress (CMS)
* **Agile Framework** – Scrum, Safe
* **Languages** - SQL, Java, JavaScript, Python, R

**WORK HISTORY**

***Product Owner at Apple Sunnyvale, CA*** *June 2019- Present*

* Implemented advanced incident notification functionality using PagerDuty and ServiceNow apps to 8000+ users across support, DevOps and IT operations organizations, improving key incident resolution metrics

Single-handedly develop dashboards/reports that give actionable insights from data that can materially improve decisions for better incident management for Support and Development team

Collaborate with the internal engineering team to support data /API integrations

Drive the execution of the Configuration Management (CMDB) process, ensure it remains consistent with the ITSM strategy, global process goals and ensure coordination with all other IT processes.

Lead product backlog grooming sessions and assigned stories to technical team members

* Reduced Mean time to Response (MTTR) SLA breaches from 34.8% to 12.6% and reduced Resolution Turn Around Time (TAT) SLA breaches from 13.2% to 5.4% (over a 6-month period)

***Product Owner at Intuitive Surgical Sunnyvale, CA*** *Dec 2018 – May 2019*

Worked with product management to create and maintain solution roadmap

Created stories along with details after reviewing with the development team using ServiceNow

Support the engagement manager for the execution of the master implementation plan per standard implementation methodologies

Provided successful, cost effective, and on-schedule on-boarding for Clients to ITSM systems

Assisted in developing key decision content related to process re-engineering for change management

Managed agile team and planned for strategic and development releases

***Product Management Intern at Klouddata Fremont, CA*** *Oct 2018 – Dec 2018*

Analyzed customer critical pain points through extensive market research and customer interviews

Provided consumer insights, recommendations on opportunity set, product strategy plans, and presented to executive staff

Formulated hypothesis and defined how the team could test them

Generated business model and KPIs to build on revenue for B2C product offering for off market listings

***Information Systems Lead at SAN FRANCISCO STATE UNIVERSITY COLLEGE OF BUSINESS San Francisco, CA*** *Jan 2017 – June 2018*

Assisted with creating post-production content for further use across media channels.

Create content for email marketing campaigns.

* Defined requirements, user stories, and created wireframes for WIB portal
* Outlined the product roadmap for product offering with efficient prioritization. Drove new features by using Google analytics and customer feedback

***Product Consultant at PriceWaterHouseCoopers***  *August 2014 - July 2015*

* Implemented automated data flow for Identity & Access Management system of internal employees for a large Australian bank.

Honed product backlog and assigned user stories to technical team members

* Defined the product requirements to enhance and expand product offering, developed business cases for enhancements of product features
* Led integration of systems, processes, and workflows for accelerating average provisioning time by 30%

Authored PRD, use cases, user stories, acceptance criteria & business process descriptions. Partnered with support and engineering teams to provide in-depth technical product analysis to support production issues

***Product Consultant at Everge Group LLC*** *April 2013 - April 2014*

* Worked with product management to create and maintain solution roadmap
* Authored use cases, user stories, acceptance criteria & business process description to define the new features for the healthcare B2C product offering
* Drove new features by using Google analytics and customer feedback
* Provided mockups and worked closely with the User Experience (UX) and Visual Design teams to define and build great guest experiences across all multiple platforms

***Senior Software Engineer at Accenture*** *Dec 2009 - March 2013*

Developed and maintained KPIs by using the analytics platform to help improve the marketing efforts

Led integration of systems, processes and workflows for CRM healthcare product offering

Managed stakeholders’ communication and deliverables for analytical reports and platform integration

***Software Engineer at Hexaware Technologies*** *August 2006 - Dec 2009*

* Customized and implemented various business processes in CRM Sales application to optimize and streamline the business processes
* Identified and reconciled errors in client data to ensure accurate business requirements

Initiated automated data migration process that **reduced process time by 40%**

**EDUCATION**

***MS in CyberSecurity and Information Systems, July 2021(In progress)*** *Henniker,NH*

NEW ENGLAND COLLEGE

***MBA in Marketing and Information Systems, June 2018***

SAN FRANCISCO STATE UNIVERSITY (GPA 3.7) San Francisco, CA

Information Systems Lead (Women in Business)

**Bachelor of Engineering (Computer Engineering), June 2006**

UNIVERSITY OF RAJASTHAN India

**CERTIFICATIONS**

**SAFe® 4.5 Product Owner/Product Manager**, Feb 2019 Fremont, CA

**Executive Certificate in Productizing Innovation,** May 2018 (SANTA CLARA UNIVERSITY) Santa Clara, CA

**Certified Scrum Master** by Scrum Alliance, Dec 2017 Santa Clara, CA

**OTHER INFORMATION**

* **Awards -** Winner of **Innovation Creativity, UX design Excellence and Technical Implementation by PG&E, Star performer of the Q4 quarter** at Everge group LLC