

Anisha Jain

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EDUCATION

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- Johns Hopkins University**, MS Engineering Management Aug 2024 – Present
Relevant Coursework: Product Management, Product Design, Finance GPA: 3.93/4
- Maharaja Agrasen Institute of Technology**, B.Tech in Comp Science Eng Aug 2017 – Jun 2021
Relevant Coursework: Agile, Object Oriented Programming, Software Development

LEADERSHIP EXPERIENCE

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- Conception to Launch Product Development**, Navigator Hub, San Francisco, United States
- Launched and executed a new technical product NavHub.AI by creating the roadmap, driving ideation, validation, and launch through market research, user interviews, and competitor analysis.
 - Worked with a cross-functional team to deliver key features, authored detailed PRDs, and ensured alignment with user needs and market trends for a successful product launch.
- Optimizing Nursing Efficiency**, Johns Hopkins Hospital, Baltimore, United States
- Conducted a six-week analysis to optimize operational efficiency and refine resource allocation in a psychiatric unit, resulting in actionable recommendations to reduce workload and enhance patient care.
- Identifying Barriers in AI Adoption in Education**, CAE.org, New York, United States
- Conducted interviews with professors and AI education professionals, analyzed market trends and designed surveys to gather takeaways, informing strategic recommendations for AI adoption in education.
- Product Validation and UX Research**, Intrepid, Dallas, United States
- Managed user research, market analysis, and feature testing for an AI-powered travel platform, providing discoveries on personalization and real-time itinerary optimization features to elevate user engagement and experience.

EXPERIENCE

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- ION Group**, Noida, India Nov 2021 – Jul 2024
Data Systems Consultant, Office of the COO Dec 2023 – Jul 2024
- Developed a roadmap and led feasibility analysis as part of Go to Market strategy to run targeted ads on the Customer Support Portal by leveraging customer data to upsell components to **resulting in \$500k revenue growth**.
 - Designed and launched an end-to-end Data Management Infrastructure for the portal, creating data warehouses and integrated datasets in SQL, supporting strategic decision making and optimizing processes for 15+ products.
 - Spearheaded and delivered a 6-session Power BI training series to enhance data reporting capabilities across ION India for **200+ employees**, achieving a satisfaction score of 4.5/5.
- Corporate Strategy Analyst, Office of the COO** Jan 2023 – Nov 2023
- Deployed the **Customer Health Ecosystem in Power BI** to generate and implement strategic insights using client demographics, financial and operational data, conserving **600 hours weekly and saving \$10 Mn of churn revenue**.
 - Executed the upgradation and roll out of the **Customer Satisfaction Platform** to an in-house solution using Power BI for Data Modeling and Power Automate for Workflow Automation, **saving \$125k yearly**.
 - Managed the Customer Satisfaction Program by creating surveys, showing targeted insights, and recommending actions to stakeholders, leading to **satisfaction score of 4.8/5** for 15 products and a response rate of 15% (industry average: 6%).
- PMO Analyst, Corporate Development** Nov 2021 – Dec 2022
- Collaborated with 10+ product owners, engineering teams and the Director of Support for support metrics analysis, reducing high-priority **case resolution time by 50% and case volume by 20%**.
 - Engineered and managed 20+ Power BI dashboards used collaborating with 35+ cross-functional teams to facilitate real-time actionable findings and streamline operational efficiency, **saving 100,000 man-hours yearly**.
 - Created a standardized talent acquisition process, streamlining onboarding for 1,000+ employees. Formulated technical presentation materials and presented to stakeholders, ensuring alignment and successful enforcement.

ADDITIONAL EXPERIENCE

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- Software Developer**, Yamaha India, Noida, India Jul 2021 – Oct 2021
Product Development Intern, Larsen and Toubro, New Delhi, India Jun 2020 – Jul 2020
Strategy Intern, New Delhi Municipal Council, New Delhi, India Jul 2018 – Aug 2018

TECHNICAL SKILLS

Data Analysis Power BI, SQL, Tableau, Excel, Data Modeling, Data Visualization, Python, JavaScript
Tools: Git, Excel, Jira, VS Code, SharePoint, PowerPoint