

PURVI MEHTA

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SUMMARY

An accomplished and driven senior product manager with over 5 years of extensive experience in product development, project management, and customer service. Established capabilities in the optimization of business processes by effective application of data analysis, decision making, and strong communication and problem-solving skills. Delivers results for the customer and consistently raises the bar with leadership abilities and technical knowledge. Proven aptitude for consistently delivering scalable solutions that meet and exceed client and company expectations. Serves as a key contributor to the long-term success of the organization.

Customer Obsession | Product Strategy and Requirements | Product Roadmap Planning | Feature Specification & Prioritization | Product Discovery | Product Development | Product Testing | Product Launches | Metric Analysis | Product Management | Root Cause Analysis | Data Driven Decision Making | Stakeholder Management | Cross-functional Team Collaboration | Communications Skills | Leadership | Time Management | Teamwork | Interpersonal Skills | Problem Solving | Agile Software Development | Objectives and key results (OKRs)

EXPERIENCE

WALMART, Seattle, Washington

Nov 2021 – August 2024

Senior Product Manager

- Develop scalable, sustainable, and simple product solutions to enable associates to deliver customer online orders efficiently.
- Proficient in product lifecycle management including information gathering, writing, value measurement, partnership formation, rigorous testing, and end-user launch.
- Led the discovery and design phases for new features, collaborating with engineers, designers, and stakeholders, resulting in the launch of scalable product solutions.
- Conducted thorough research and specified enhancements to existing products, defining clear documentation and specifications for engineering execution.
- Defined and communicated user stories, managing product backlog, and prioritizing features based on business needs and technical feasibility.
- Developed and deployed feature of inventory transfer from store to MFC, increasing throughput from 55% to 63%.
- Ensured the successful launch of products through production validations and hyper-care production support.
- Formulated a production support strategy by aligning with ops and tech teams on prioritization definition and SLAs, significantly reducing resolution time from 2 days to 4 hours for P1 issues.
- Tracked, analyzed, and cleansed overage and shortage inventory data, maintaining a 98% accuracy rate for MFCs.
- Monitored and evaluated the success of product features through a combination of analytical tools and user research, continually optimizing for impact.

TATA CONSULTANCY SERVICES, Bellevue, Washington

March 2020 – Nov 2021

Product Manager

- Coordinated large-scale technical programs across multiple teams, ensuring alignment on roadmaps, timelines, and engineering milestones, driving successful product execution.
- Optimized 75% of Microsoft Teams software product by suggesting, developing, and implementing 18% of enhancement features, improving overall product functionality and user experience.
- Enhanced KPI reporting dashboard to accommodate growing customer requirements and evolving business needs, providing real-time insights to stakeholders.
- Performed root cause analysis (RCA) on product feature failures, delivering solutions within defined SLAs and resolving 90% of issues on time, significantly improving product reliability.

SOUTHWEST AIRLINES, Dallas, Texas

May 2019 – August 2019

Supply Chain Intern

- Comprehended business challenges within the Fuel Supply Chain Management department and implemented technology-driven solutions by automating data extraction and developing a data visualization tool.
- Queried data from fuel airport stations and developed a real-time Tableau dashboard, reducing data retrieval time by 83%, enhancing operational efficiency.
- Gathered and documented 75% of fuel purchase and sales metrics, enabling the implementation of cost-effective transaction processes.
- Volunteered in social helping events at Southwest Airlines, recognized with the "Servant's Heart" award for contributions to the community.

INFOSYS LIMITED, Bhubaneswar, India
Associate Product Manager

Dec 2016 – June 2018

- Oversaw software development and support for US-based health insurance company.
- Gathered and documented business requirements for software tool development and translated into technical requirements for engineering team to develop product.
- Conducted Scrum meeting to review product features development, ensured scheduled delivery was on track, and delivered 80% of committed features on time.

EDUCATION

UNIVERSITY OF THE CUMBERLANDS, Williamsburg, Kentucky
M.Sc., Project Management, 2024

THE UNIVERSITY OF TEXAS AT DALLAS, Dallas, Texas
M.Sc., Supply Chain Management, 2019

K. J. SOMAIYA, COLLEGE OF ENGINEERING, Mumbai, India
B.Eng., Electronics & Telecommunication Engineering, 2016

CERTIFICATION

Lean Six Sigma: Green Belt, KPMG, 2016

TECHNICAL SKILLS

- Tools: Jira, Confluence, Microsoft Office Suite, Microsoft SSMS, BigQuery
- Programming Languages: SQL
- Analytical Tools: Tableau, Power BI
- Agile Methodologies: Scrum, Kanban