**RAVI JAUNDOO**

Queens, NY 11419 ● 413-262-7308 ● innovation@ravijaundoo.com

IT PRODUCT MANAGEMENT

**Resourceful, solutions-focused professional** with advanced knowledge of full product development lifecycle, agile development methodologies, user-centric design/user flows and experience managing hybrid onshore/offshore teams. Leverage excellent interpersonal communications skill and ability to influence decision-making at all organizational levels. In-depth experience in business analysis and documentation skills and steering design and development strategy. Readily present complex topics with experience creating roadmaps and aligning delivery schedules.

Adept at identifying and leveraging opportunities for improvements across all areas of product development and client deliverables. Skilled in determining KPIs and executing strategies to meet or exceed goals. Demonstrate experience prioritizing product features, driving applications by engaging business/technical leads, customers, and developers. Finely honed project management, multi-tasking, communication, interpersonal, and issue resolution skills. ***Areas of expertise***:

• Customer Requirements • Product Roadmap Development • Product Lifecycle Management

 • User Experience Design • Cross-Platform Technologies • Team Leadership & Mentoring

 • Stakeholder Relations • Unique Selling Propositions • Technical Troubleshooting

 • Web Development • Market & Trend Analysis • Agile Methodologies

 • ROI Improvements • Budget Administration • Training Facilitation

 • Data Integration • Product Roadmaps • Client Deliverables

**PROFESSIONAL EXPERIENCE**

**RR Donnelley Onsight Agency at Morgan Stanley** 2019-Present

**Interactive Product Project Manager**

Managing both product and project based interactive work and team members of junior and senior level skill set backgrounds. Managing from initial client request through discovery, design, development, review, and release of final deliverables. Working with vice presidents, managing directors, and executive directors in scoping, estimating, and building timelines for various interactive projects utilizing various design methodologies and technology platforms. Providing oversight to all project budgets and deliverables. Maintaining responsibility for all process flow through various stages utilizing task management software such as JIRA. Locating and scheduling the appropriate talent within the interactive team to allocate assignments. Follow product development throughout all departments including QA and Proofreading and responsible for all client communication during each individual product request. Relaying to the interactive team all relevant client information and requirements as well as client review and revision feedback throughout a product life cycle. Responsible for maintaining agreed budgets and agreed timelines. Administering web production tasks such as development and maintenance of both external facing and internal/intranet websites, video encoding, asset management (Adobe Experience Manager), email deployment (Salesforce), and editing/exporting graphics (Adobe Photoshop, Illustrator, Premiere, and Dreamweaver).

* Instrumental in supporting marketing initiatives for campaigns, which include testing and debugging.
* Optimized applications and sites for maximum speed and scalability; leveraged understanding of cross-browser compatibility.
* Write and collaborate on writing functional requirement documents and guides.
* Designed quality mock-ups and prototypes, leading to all functions of coding and troubleshooting.

**ALTICE USA** 2018-2019

**Product Project Manager**

Facilitated the development and maintenance of Drupal websites and applications; completed front-end development of websites and digital applications. Served as subject matter expert (SME) coding applications that called internal backend services/data and updated the front-end. Designed and developed UI integrating APIs (Google, Twitter, Facebook). Conducted troubleshooting of site errors and CSS issues. Facilitated and oversaw legacy websites; updated architecture and code. Integrated analytic tags and tracking codes (Omniture, Google Analytics); devised custom tagging. Utilized various content management systems (CMS), such as WordPress.

Partnered with key leadership and technical teams to investigate problem domains of users and gathered product feedback, scoped solutions, and prioritized into product queues using task management software such as Basecamp, Trello and JIRA. Collaborated with engineers and UI teams to create and benchmark vision and strategic plans. Facilitated the alignment of stakeholder vision and received 360 buy-in from executives. Engaged person-based analytics to gain insights into different user groups, boost feature usage, and optimize user experiences.

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* Administered web production tasks such as video encoding, asset management, and editing/exporting graphics.
* Instrumental in supporting marketing initiatives for campaigns, which included testing and debugging.
* Identified strategies to optimize ‘call to action;’ successfully worked on numerous microsites.
* Optimized applications and sites for maximum speed and scalability; leveraged understanding of cross-browser compatibility.
* Wrote and collaborated on writing functional requirement documents and guides.
* Designed quality mock-ups and prototypes; led all functions of coding and troubleshooting.

**DKMS │ Delete Blood Cancer** 2016-2018

**Product Manager**

Collaborated with remote, virtual, onsite, and offshore teams to drive cross-browser and cross-platform compatible solutions. Delivered excellence in various coding technologies: HTML5/XHTML, CSS, JavaScript and WordPress/Drupal CMS system, Blackbaud’s Luminate Online, Classy’s Peer to Peer Platform. Wrote and designed code. Conducted analysis on user behaviors and trends.

**RELEVANT EXPERTISE**

**LIGHTHOUSE TECHNOLOGY PARTNERS** 2015-2016

**Product Manager**

Managed testing, cross-browser support, updates, site audits, marketing/product development, content strategy and business goals. Applied an agile approach to maintain and develop new functionality. Partnered with multi-site development teams. Leveraged acumen in all facets of web development, including front- and backend technologies. Performed full LAMP stack development, including server-side development and client-side technologies, including HTML5, CSS3, and Advanced JavaScript.

**MONTEFIORE HEALTH SYSTEMS** 2011-2015

**Assistant Project Manager**

Provided technical solutions, support and project management regarding information architecture, functionality and usability, analytics, SEO, multimedia tools and social media of external facing and internal/intranet websites. Production, planning and scheduling, tracking of deliverables, alignment of cross-functional resources and communication with appropriate constituents using Workfront task management software. Led migration to a new CMS.

**Web Developer │ Content Developer, COMPUTER SUPERCENTER** (2015-2016)

**Web Consultant, RADENKO FANUKA** (2005-Present)

*Early Roles:*

* **Web Consultant**, Poojanka Entertainment (2014)
* **Web Consultant,** REDDMERGE (2013)
* **Web Content Developer**, J&R (2008-2011)
* **Market Specialist**, Bank of New York Mellon (2008)

**EDUCATION & TRAINING**

**Master of Arts** - Global Development & Social Justice, St. John's University

**Bachelor of Science** - Business Management, St. John's University

**Software Product Management Certification,** by University of Alberta on Coursera

**Agile Planning for Software Products Certification,** by University of Alberta on Coursera **UX/UI Fundamentals Certification,** by University of Minnesota on Coursera
**Digital Marketing Certification,** Cornell University

**SEO Optimization Certification,** by University of California, Davis on Coursera

**Full Stack Web Development Certification,** Free Code Camp

**Technical Support Fundamentals,** by Google on Coursera

*Languages*: Spanish: Intermediate; basic (writing), Duolingo