KRITI JAIN

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EDUCATION

Master of Business Administration (MBA)/MS-MIS (STEM) Dual Degree 3.8 GPA   **May 2020**
University of Pittsburgh, Joseph M. Katz Graduate School of Business, *Pittsburgh, PA*

Bachelor of Technology (B. Tech) 3.7 GPA   **May 2015**
Indira Gandhi Delhi Technical University for Women, *New Delhi, India*

PROFESSIONAL EXPERIENCE

Cisco Systems, *San Jose, CA*   **Jun 2019 – Aug 2019**
Product Manager Intern – Data Center
- Identified approx. 26% dormant customers for Cisco SAP solution as part of Data Center Market Refresh initiative.
- Researched Cisco SAP solution identified top customers, products, competitors and market growth opportunities. Provided team with recommendations, to increase customer acquisition, engagement, revenue and retention KPIs.
- Assisted in aligning the pricing, budget and certification plan for the product launch of the 8-Socket C-series server.
- Evaluated and validated over 20 customer references to understand customers stories and future marketing efforts.

Cisco Systems, *Bengaluru, India*   **Aug 2015 – Jul 2018**
Software Engineer II - Product Innovation & Growth
- Spearheaded Grey Box testing for new service processor, partnered with the customer support team to develop a strategic model framework to improve overall product quality, reducing customer found defects by over 35%.
- Ideated and developed chatbot to post open defect details reducing defect resolution time by 1 week per component. The Spark bot helped engineers in speedy resolution of bugs, and the idea was selected for Cisco India Hackathon.

Software Engineer I - Product Handling & Strategy
- Led a couple of projects under automation innovation track, designed Spark bot for real-time tracking of test results. Used Agile framework for tracking of projects, with focus on User stories, Daily Standups, Sprint Planning/Review.
- Collaborated with cross-functional teams to strategize product roadmap and engagement for auto install, python functionality resulting in a 20% increase in profitability and deployment of over 1 million devices for AT&T.
- Managed product support for the upgrade of Rommon package used to boot routers automatically on day zero. Developed Project plan, test plan, requirement gathering documents, risk register and status register to track project.
- Developed data path debugger tool to dynamically capture packet loss, reducing debugging time by approx. 5 hours. The idea was awarded as Best Project Results in Innovation as part of New Hire Project among 170+ students.

Indian Railways, *New Delhi, India*   **Jun 2014 – Jul 2014**
Summer Intern
- Developed an algorithm to accelerate speedy ticket resolution for Unreserved Ticketing department through data analytics by studying various telecommunication units i.e. Railway Network, Exchange Systems, Control, PAE.

SKILLS/CERTIFICATION
- **Technical Skills -** Python, Six Sigma, SCRUM, Agile, KANO, Project Management
- **Tools –** SQL, JIRA, MS Office, SAP, SPSS, Tableau, Power BI, Azure, Spark
- **Certifications** – Fundamentals of Digital Marketing (**Google**), Business Analytics and Digital Media (**ISB),** Advanced Product Management **(Udemy),** Machine Learning **(Stanford)**

LEADERSHIP EXPERIENCE
- **University of Pittsburgh –** TEDx, Lean In UPITT, NAWMBA, Business Technology Club, Marketing Club
- **Cisco Systems -** Cisco Bronze Volunteer Awardee, GHCI, Women of Impact, Team outings coordinator
- **IGDTUW -** Becoming I Foundation, CWEI Volunteer, Spic Macay, Training and Placement Committee
- **Leaders for Tomorrow -** Organized different events Adopt a Plant, cloth collection drive, taught soft skills.