

# Neha Jadhav

## Expert Product Manager

### SUMMARY

Seasoned Product Manager and former Research Staff with extensive IT experience, specializing in accessibility and adept in modern programming languages and tools. Notable for leading the development of assistive technology products and contributing to inclusive technology initiatives. Proven experience in API optimization, problem-solving in server-client communication, and enhancing application security using Azure Key Vault. Strong educational foundation with a Bachelor of Engineering in Computer Science and an MBA in Systems. Recognized for technical leadership, strategic project management, and analytical prowess in high-stakes environments.

### TECHNICAL SKILLS

<b>Main Technical Skills</b>	RESTful API, JavaScript, TypeScript
<b>Programming Languages</b>	JavaScript, TypeScript
<b>UI Frameworks, Libraries, and Browsers</b>	HTML
<b>Amazon Web Services</b>	AWS Cloudformation, AWS IAM
<b>Azure Cloud Services</b>	Azure Blob Storage, Azure Key Vault
<b>SDK / API and Integrations</b>	API Callouts, JWT, RESTful API
<b>Third Party Tools / IDEs / SDK / Services</b>	Excel
<b>Mail / Network Protocols / Data transfer</b>	JWT
<b>UI/UX/Wireframing</b>	Microsoft Visio
<b>Project Management &amp; Administration</b>	Product Roadmaps
<b>QA, Test Automation, Security</b>	SSO
<b>Methodologies, Paradigms and Patterns</b>	User Stories
<b>Other Technical Skills</b>	Product Design, Product development, Product launch, Product Manager

## WORK EXPERIENCE

### Product Manager, Learning Management System Enhancement

**Duration:** June 2023 - Present (2 years 3 months)

**Summary:** Oversaw a strategic overhaul and re-designing of a Learning Management System to enhance user experience and functionality.

**Responsibilities:** Developed strategic hiring process, led a team of 5 to craft a roadmap and conduct comprehensive interface overhaul for improved user journey.

### Senior Consultant, API Optimization and Security Enhancement

**Duration:** September 2022 - February 2024 (1 year 6 months)

**Summary:** Implemented performance optimizations for APIs with caching and addressed security and reliability concerns within the tech infrastructure.

**Responsibilities:** Boosted performance by 20% using API caching, tackled timeout issues with API calls, introduced SSO/JWT for authentication, resolved Thundering Herd issue, secured data storage with Azure Key Vault, and set up event-driven communication and data retention.

**Technologies:** API caching, SSO, JWT, Azure Key Vault, server-side events, Azure storage accounts

### Research Staff, Inclusive Technology Projects & Navigation Solutions

**Duration:** November 2017 - October 2022 (5 years)

**Summary:** Convolved in the transformation of PDF documents to HTML to enhance accessibility, especially for blind individuals, and improved user navigation within buildings.

**Responsibilities:** Converted PDF to HTML with text-image differentiation, established processes, championed enhanced text accessibility, managed modular student tasks, unified approach creation, and revamped sticker/signage design for better visibility and navigation.

**Technologies:** HTML, Accessibility standards

### Business Analyst, Business Systems Analysis

**Duration:** June 2012 - January 2014 (1 year 8 months)

**Summary:** Acted as the interface between business processes and system requirements, detailing technical specifications and excelling in enterprise software design.

**Responsibilities:** Translated business processes into system requirements, utilized MS Excel and Visio for design/analytical tasks, and excelled in fast-paced multitasking environments.

**Technologies:** MS Excel, MS Visio

### Sr. System Engineer, Event and Incident Management

**Duration:** December 2008 - November 2010 (2 years)

**Summary:** Managed events and incidents while coordinating requests, optimizing issue resolutions, and enhancing client satisfaction.



**Responsibilities:** Led event and incident management, streamlined access management protocols, and optimized ticket resolutions.

**Technologies:** Siebel framework

## EDUCATION

- **Master of Business Administration (MBA), Systems**
- Department of Management Sciences (PUMBA), Savitribai Phule Pune University
- 2010 - 2012
- **Bachelor of Engineering (BE), Computer Science**
- Government College of Engineering Aurangabad
- 2004 - 2008

