

GARVIT SHARMA

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PROFESSIONAL SUMMARY

Results-driven Product Operations professional with experience in enterprise product implementation, requirement gathering, stakeholder management, and cross-functional collaboration. Proven ability to translate complex client workflows into structured PRDs and sprint-ready user stories. Skilled in agile sprint cycles, KPI definition, SQL-based data analysis, and competitive analysis. Independently shipped an automation product that reduced manual effort by 80%. Actively seeking an Associate Product Manager or Product Operations role to drive user-centric product development.

PROFESSIONAL EXPERIENCE

Product Operations (CRM) | FacTech Automation Solutions

Nov 2025 – Present

- Partnered with enterprise stakeholders across 5+ sites to map operational workflows, identify product gaps, and define prioritized feature requirements for Engineering and Product teams.
- Authored structured PRDs and user stories translating client pain points into sprint-ready backlog items, reducing requirement ambiguity and Engineering back-and-forth by ~40%.
- Led product onboarding and CRM platform implementation for enterprise clients, achieving successful adoption across multiple operational sites.
- Conducted 10+ product training sessions, improving platform utilization and reducing support tickets by standardizing workflows.
- Collaborated in agile sprint cycles with Product and Engineering teams to triage bugs, analyze user feedback, and ran structured A/B analysis on feature rollouts to prioritize improvements based on impact vs effort.
- Defined and tracked OKRs and KPIs for client platform usage; generated weekly operational reports using SQL queries and Excel to surface data-driven insights for product decisions.
- Performed competitive analysis of CRM solutions to support product roadmap discussions and feature prioritization.
- Drove platform stability and client satisfaction by leading cross-functional issue resolution across Product, Engineering, and enterprise stakeholders, prioritizing fixes based on business impact and reducing recurring defects.

Quality & Operations Auditor | Dhunguru Music Pvt. Ltd.

Aug 2024 – Oct 2025

- Conducted internal quality audits, identifying 15+ process gaps and coordinating corrective action plans with crossfunctional teams.
- Developed structured SOPs and documentation, standardizing workflows and improving operational efficiency by ~25%.
- Collaborated with leadership to define audit frameworks and success metrics, driving measurable improvements in team compliance and accountability.

PRODUCT PROJECT

AI Data Validation Agent for Client Excel Reports

Solo Build | 2025

- Identified recurring pain point: client Excel data required 3–4 hours of manual validation per week against predefined business rules.
- Defined problem statement, scoped the solution, and authored a full PRD including validation logic, acceptance criteria, and edge cases.
- Built a Python-based automation prototype that validates Excel data — checking for missing values, incorrect formats, and business rule violations.
- Generated structured validation reports enabling operations teams to identify data quality issues 10x faster than manual review.
- Outcome: Reduced manual validation effort by ~80%, demonstrating ability to ship product solutions independently from ideation to delivery.

Tools: Python | Excel Data Processing | PRD Writing | SQL | Automation Logic

SKILLS

Product Management: Requirement Gathering, PRD Writing, User Stories, Product Roadmap, Agile/Scrum, Sprint Planning, Backlog Prioritization, KPI Definition, OKRs, A/B Testing, Go-to-Market Support

Product Operations: Client Onboarding, Stakeholder Management, Cross-functional Collaboration, SOP Documentation, Process Mapping, User Feedback Analysis, Competitive Analysis

Data & Analytics: SQL (queries, data extraction, reporting), Excel / Google Sheets, Data Validation, KPI Tracking, Operational Reporting

Tools & Platforms: Jira, Product Documentation Tools, Process Mapping Tools, Python (Basic Automation)

Core Competencies: Analytical Thinking, Problem Solving, Communication, User Research, Operational Efficiency

EDUCATION

Master of Computer Applications (MCA)

Aug 2022 – Jun 2024

Bennett University

Bachelor of Computer Applications (BCA)

Aug 2019 – Jul 2022

Aligarh College of Engineering & Technology

CERTIFICATIONS

Google Cybersecurity Certificate | Ethical Hacking Essentials (EHE) | Cybersecurity Fundamentals | Network Defence Essentials (NDE)