

# UJJAWAL KUMAR

+91-6360039889 | Bangalore, India

[ujwlkmr13@gmail.com](mailto:ujwlkmr13@gmail.com) | [Portfolio](#) | [LinkedIn](#)

## Experience

### Volkswagen Group Technology Solutions India

Dec 2023 - present

#### Software Engineer Trainee

Works in the IT Infra department, configures PKI cards and provides UAM Support.

- **Streamlined User Onboarding:** Leads the configuration and handling of PKI cards in collaboration with cross-functional teams, including HR and WFI, resulting in a 50% reduction in the user onboarding time.
- **User Access Management (UAM):** Manages UAM tickets efficiently, consistently delivering timely solutions that enhance user experience and minimizes downtime.
- **Automated System Maintenance:** Developed and implemented scripts to automate the deletion of temporary files and the removal of admin access, significantly reducing manual efforts and improving operational efficiency.
- **Cross-Functional Collaboration:** Works closely with various departments to understand their requirements and deliver IT solutions that aligns with business needs, showcasing strong communication and teamwork skills.

## Projects

### Zepto: Ultra-Fast Delivery App Case Study ([Link](#))

Conducted an in-depth case study on Zepto, focusing on:

- **Business Overview:** Analyzed Zepto's business model, product offerings, and market availability.
- **Market and User Persona:** Provided an overview of the Indian quick commerce market and user persona.
- **Competitive Analysis:** Compared Zepto's positioning with competitors such as Blinkit, Swiggy, and BigBasket.
- **User Feedback:** Gathered and analyzed user feedback to identify key challenges Zepto faces in the market.
- **Problem-Solving & Metrics:** Recommended critical metrics for tracking performance and proposed actionable solutions to address the identified challenges.

### Meesho: Online Shopping App Case Study ([Link](#))

Performed a comprehensive case study on Meesho, covering:

- **Business Overview:** Evaluated Meesho's business model, target audience, and key success factors.
- **Market and User Persona:** Provided an overview of the Indian E-commerce market and user persona.
- **Competitive Analysis:** Benchmarked Meesho against major competitors, including Amazon, Flipkart, and Myntra.
- **User Feedback:** Collected user insights to pinpoint significant issues Meesho is encountering.
- **Problem-Solving & Metrics:** Suggested essential metrics for performance monitoring and offered solutions to resolve the identified problems.

## Skills

### Product Management:

Market Research & Analysis, Communication, Team-work, Problem-Solving, KPIs & Metrics, User Persona, UX, Wireframing

### Technical:

HTML, CSS, JavaScript, NodeJS, NextJS, SQL, Excel, PowerPoint Presentation, Jira, Figma

## Education

### Acharya Bangalore Business School, Bangalore

2020- 2023

- Bachelor of Computer Applications | **CGPA: 9.03**

*Additional Professional Development:*

### Udemy

- Become a Product Manager ([Certificate](#))
- Advanced Product Management: Vision, Strategy & Metrics ([Certificate](#))
- Advanced Product Management: Leadership & Communication ([Certificate](#))