



# Pratik Mandavia

Product Technical Analyst.

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## Profile

Dedicated and results-driven Product Technical Analyst with 2 years of experience in product performance and Adept at analyzing user behavior, and translating complex data into actionable recommendations. Proven ability to collaborate with cross-functional teams, including product managers, engineers, and designers, to define product goals and refine user experiences.

## Professional Experience

### Zucus Infotech Pvt Ltd.

#### PRODUCT TECHNICAL ANALYST

12/2021 – Present

- I have been ranked within the top 3 performers for adeptly overseeing daily business operations and delivering effective and efficient client support.
- Analyzed and understood the product core functionality to make sure to give the user a seamless product experience by giving them the corrective recommendations.
- Collaborating with cross-functional teams to gather and document technical and functional requirements for product understanding and new features.
- Led requirement-gathering sessions that resulted in an increase in product efficiency by ensuring clear and actionable requirements were provided to the engineering team.
- Thoroughly testing the staging environment, diligently examining and addressing issues and problems to guarantee peak product functionality.
- Proactively engaged and worked with clients such as Regeneron, Daiichi Sankyo, Porsche, Dow Chemical Co, and a diverse range of global clients.

## Projects

### CUSTOMER SATISFACTION IN BANKING INDUSTRY

- Successfully led a comprehensive customer satisfaction analysis project within the banking sector, aimed at enhancing service quality and strengthening customer relationships.
- Leveraged data analytics and market research, survey techniques to gather valuable insights into customer preferences, pain points, and behaviors, resulting in a significant boost in customer satisfaction and retention rates.

## Education

### Thakur ramnarayan college of arts and commerce

#### Bachelor's in Management studies.

2021 | Mumbai

I achieved the second rank in my final academic results, attaining a CGPA of 9.02/10.

### J.H Poddar Junior College of Science and Commerce.

2018 | Mumbai

HSC (Commerce) - 64.00%

### ST. Francis High School

2016 | Mumbai

SSC (63.20%)

## Technical Skills

MS Office

MySQL

Salesforce

Enhancing and charting business processes for optimization.

Presentation

Business Analysis

Proficient in utilizing incident management platforms such as JIRA and Salesforce.

## Soft Skills

- Collaboration
- Problem-solving
- Effective communication
- Decision making

## Certificates

Business Analysis Fundamentals by Udemy

Excel skills for business essentials by Coursera

## Achievements

I have received consistent recognition and appreciation from Technical Account Managers and Senior Managers for my exceptional contributions in handling ad-hoc tasks and fulfilling client requirements through the effective utilization of our company's products and solutions.

I have earned commendations from both our suppliers and clients for my proactive approach in delivering timely and effective corrective solutions and recommendations. My ability to address their concerns and provide valuable guidance has been recognized and appreciated.