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Gurugram, HR, India

Profile Summary

A Sr. Product Analyst with over 3.2 years of experience in chatbot development, skilled in gathering and analyzing user requirements. Expert in translating client needs into functional specifications, managing API integrations, and deploying platforms on WhatsApp and websites. Collaborates with cross-functional teams to ensure seamless systems and optimized solutions. Proficient in User Acceptance Testing, defect resolution, and client communication, blending technical knowledge with strong analytical and communication skills for effective business analysis.

Professional Skill

- Postman
- Project Delivery
- Agile methodologies
- Competitive analysis

Relevant Skill

- API integration
- Figma
- Chatbot development
- Jira
- UAT

Education

Sant Hirdaram Institute of Management (SHIM)
Integrated MBA

2018-2023

Work Experience

Sr. Product Analyst

07/2025 – Current

ValueFirstDigitalMediaPvt. Ltd. | Gurugram

- Worked in Agile/Scrum environments, managing sprint planning, backlog prioritization, and releases using JIRA.
- Designed and successfully launched 50+ multi-platform chatbot solutions using proprietary platforms (SURBO, SURBO ACE, SURBOChat, BOTSUP) across Web, WhatsApp, and social channels, driving higher user engagement and improved customer experience.
- Created comprehensive documentation for chatbot APIs, including integration guidelines, error handling procedures, and end-to-end conversation flow mapping for seamless implementation and maintenance.

11/2023 - 07/2025

Product Analyst

ValueFirst Digital Media Pvt. Ltd. | Gurugram

- Developed and deployed AI chatbots across Website, WhatsApp, and RCS channels, enhancing automated customer interactions.
- Utilized Postman for API testing and successfully handled API integrations and data endpoint mapping to ensure seamless backend connectivity.
- Worked extensively with the WhatsApp Business API, including building conversational flows using Meta's WhatsApp Playground. Implemented and supported live chat functionality, enabling smooth transitions between bots and human agents.
- Collaborated on ML-based chatbot projects, contributing to smarter, context-aware user interactions.

Implementation Executive

10/2022 - 11/2023

ORAI Robotics | Bhopal, Madhya Pradesh

- Developed and maintained AI chatbots using the Engati platform for Web, WhatsApp, and other channels. Led client requirement gathering, designed conversational flows, and built scalable AI assistant architectures.
- Executed API integrations, including Google Sheets and Calendar, for real-time automation. Handled multilingual bot development and trained NLP models for improved language understanding. Implemented push notifications and live chat to boost user engagement. Collaborated cross-functionally to ensure successful deployment and client satisfaction.

Learning and Development Intern

ORAI Robotics | Bhopal, Madhya Pradesh

- Designed and implemented ORAI Structured Learning Program, enhancing internal training and onboarding processes.
- Developed and managed multiple interactive courses using Moodle LMS, improving learner engagement and knowledge retention

Accomplishments

- Received the Star of the Quarter award in 2022 for outstanding contributions to delivery excellence project.
- Earned the Star of the Quarter award again in 2023 for exceptional performance and dedication.