KRITHIKA H JAYAKUMAR

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WORK EXPERIENCE

Product Manager, J.P. Morgan Chase & Co   **Jan 2023 - Present**

- Executed platform-wide redesign and rebranding initiative to 'Chase Pay Over Time', leading 10-member cross-functional team to enhance feature discovery across web and mobile platforms, resulting in 30% increase in active users and ADA compliance
- Architected scalable transaction validation framework for third-party merchant integrations, enabling secure installment plan creation across partner websites, driving adoption with 114K new plans, supporting $2B plan origination goal
- Spearheaded conversations with stakeholders to lead product discovery for installment plan servicing experience, conducting user research and implementing data-driven solutions that increased customer satisfaction by 20%
- Analyzed user feedback to identify and resolve payment friction points, implementing validation checks that reduced customer complaints by 4% and prevented unintended early plan payments by 15%
- Developed end-to-end customer journey for installment plan refund processing, enabling seamless credit adjustments to existing payment plans and improving post-purchase experience
- Developed real-time analytics infrastructure enabling A/B testing and funnel optimization across installment plan discovery, creation, and servicing journeys, driving data-driven product decisions
- Improved installment plan discovery through experimentation, implementing feature optimizations that increased plan originations by 3.5% (p-value <0.5%), projecting $8M in additional annual revenue
- Increased sprint velocity by 20% and maintained a sprint success rate of above 95% by leading initiatives with design, technology, and governance teams to implement enhancements, grooming, and sprint health-driven process change

Product Manager Intern, Unqork   **Jun 2022 – Aug 2022**

- Conducted comprehensive user research through 40+ customer feedback surveys, translating insights into product requirements and user journey maps
- Designed a pilot pitch with marketing for prospective customers after 15 customer interviews by evaluating the value and impact of 12 features using a weighted score prioritization framework
- Enhanced user experience by launching two marketplace features, increasing satisfaction by 25% and adoption by 10 customers
- Developed an industry-specific MVP for financial services to streamline annual compliance like audit, due diligence, and legal thus saving 40 developer hours per month
- Facilitated product discovery workshops to identify customer pain points and define roadmap initiatives, driving strategic alignment for 2023

Software Development Engineer, Western Digital   **Jul 2019 – Jul 2021**

- Decreased human intervention and errors by 30% by engineering real-time discovery of lab resources for automatic onboarding of a device for hardware drive testing
- Accelerated deployment processes by automating releases to continuous integration workflow using Jenkins and Python
- Monitored system health, performance, cost, and reliability by analyzing CI data logs and events from Tableau dashboards
- Optimized peer review processes reducing man-hours by 50% by influencing the move from traditional GUI-driven Jenkins to version-controlled pipeline scripts
- Reduced virtual machine costs by 20% by driving the migration of builds to Docker containers increasing scalability

EDUCATION

Master of Science: Management Science and Engineering   **Sept 2021 - Dec 2022**

Columbia University
Coordinator – Columbia Product Management Club

Bachelor of Technology: Information Technology, Minor: Big Data Analytics   **Jul 2015 - Jul 2019**

Manipal Institute of Technology
Summer Program, Hochschule Bremen, Germany: International Business; Entrepreneurship & Business Planning, German A1 Level

ADDITIONAL INFORMATION

- Lead the Product Inclusivity DEI Council to facilitate inclusive thinking and practices across product development
- **Product:** Agile Methodology, Product Roadmap, Feature Prioritization, A/B Testing, Design Thinking, Adobe Analytics
- **Tools:** Python, SQL/MySQL, Tableau, Git, Figma, Jira