Ram Maganti
Senior Product Manager

d.ram.maganti@gmail.com
(613) 404 6758
linkedin.com/in/rmaganti/

Accomplished leader with a proven track record of driving innovation and success in both mid-size and large organizations. I am adept at efficiently translating ideas into impactful, outcome-oriented solutions. My specialization lies in setting product strategy, fostering cross-functional collaboration, and ensuring seamless execution. With a demonstrated ability to build purposeful, user-centric products, I am enthusiastic about contributing to a dynamic team focused on making positive change.

EDUCATION

Richard Ivey Business School
Western University
London, ON, Canada
MBA
Feb 2018 – Jun 2019
- MBA '71 Award – For demonstrated academic and profession success
- Richard Ivey Excellence Award – For outstanding academic achievement and leadership potential

McMaster University
Hamilton, ON, Canada
BEng in Mechatronics
BSc in Mathematical Sciences
Sep 2005 – Jun 2011

SKILLS
- Product strategy
- Product roadmap
- Market trend research
- User story development
- Backlog prioritization
- Market sizing (TAM/SAM/SOM)
- GTM strategy planning
- Cross-functional collab
- Stakeholder management
- Effective communication
- Continuous discovery
- Web analytics
- DevSecOps

ADDITIONAL INFORMATION
- Certification: PSPO I
- Security Clearance: Top Secret (Enhanced)
- References upon request

PROFESSIONAL EXPERIENCE

Deloitte Canada | Ottawa | Aug 2019 – Present
  Sr Product Manager *on GovConnect – modular B2B2C platform streamlining and modernizing the way residents, agencies, regulators and businesses use govt. services* | **Dec 2021 – Present**
- Led stakeholder workshops to secure product roadmap buy-in and ensure alignment with business goals; developed comprehensive product briefs to document & socialize details.
- Championed a cross-functional team to successfully launch and expand GovConnect from 0 to 30 paid clients, achieving a 150% increase in FY23 revenue ($2.5M) and maintaining a high customer retention rate of 90%. Owned the strategy from conception to execution.
- Implemented a strategic backlog prioritization framework, integrating data-driven analysis and customer input. Reduced time-to-market by 15% through the swift delivery of high-impact features, achieving a 20% increase in team efficiency and delivering enhanced value.
- Spearheaded A/B testing initiatives to continuously optimize the user journey flow. Collaborated with designers to create and test visually distinct variations, resulting in an 80% increase in customer satisfaction and a 70% decrease in Jobs to be Done (JTBD) cycle time.
- Boosted customer satisfaction through continuous feedback loops and actioning the learnings through product design, development, and GTM strategy.
- As the internal GenAI innovation lead, guided 30+ innovative ideas through problem statement framing, ideation, prototyping, testing, and business case development.

  Product Manager *equipping internal service lines with the right tools.* | **Aug 2019 – Nov 2021**
- Improved organizational productivity by launching and managing an internal job board, garnering 1600 DAUs and 400 daily conversations; Deloitte's most popular internal webpage.
- Launched internal Chatbot to automate the matching of RFP needs with Deloitte products. Integrated GenAI in 2023 resulting in cost savings of $220K/yr and decreased circle time.

Public Safety Canada | Ottawa | Nov 2016 – Jan 2018
  Technical Project Manager *on Business systems automation team.*
- Implemented a comprehensive data retention policy for information management systems, resulting in a 30% reduction in storage costs, 80% reduction in manual effort, and a 40% increase in compliance adherence, ensured alignment with regulatory requirements and minimized legal risks associated with data retention.

IBM Canada | Ottawa | Nov 2014 – Nov 2016
  DevSecOps Engineer *on IBM's PaaS offering IBM Cloud (Previously Bluemix).*
- Reduced manual work by 70% and boosted work efficiency on IBM's cloud computing services by creating and maintaining automated CI/CD pipelines using Jarvis.
- Decreased security testing lead time by 25% by integrating testing into CI pipelines and providing a holistic report with risk priorities and mitigation strategies to help in mitigation.

Ciena Corp | Ottawa | Apr 2011 – Nov 2014
  QA Team Lead *on web and mobile applications for managing network equipment.*
- Improved customer satisfaction and product quality by 25% while cutting time to market by 4x through implementation of custom product quality KPIs to predict product readiness.