KAMAL TECKCHANDANI, PMP®, CSPO®

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SUMMARY

PMP-certified Product & Program Manager with 5+ years of experience leading cross-functional teams to deliver scalable software, data, and AI solutions. Skilled in product strategy, roadmap execution, Agile delivery, and stakeholder alignment.

WORK EXPERIENCE

University of Illinois Chicago – Chicago, US   *Sep 2024 – May 2025*
Product Manager Intern
- Owned product roadmap and feature prioritization using the RICE framework for a university-wide reporting platform to track placements, employer categories, hiring trends, boosting employer outreach, and increasing student placement rates by 25% YoY.
- Delivered a centralized analytics MVP to improve budget visibility and planning, used Jira for creating user stories, and conducted story mapping sessions with stakeholders, collaborated with associates, saving CBA departments $100 K+ per semester.
- Designed and executed A/B testing for UIC CBA's email outreach using Emma and tracked the users' click-through rate using Google Analytics and finalised the best version, leading to an increase in Business Administration program inquiries by 10%.

Accenture – Mumbai, India   *Oct 2019 – Aug 2023*
Technical Project Manager
- Spearheaded a supply chain automation for container and pallet workflows by defining API specifications, simplifying user workflows with UX teams, and optimizing procurement processes, resulting in a 40% reduction in procurement time.
- Delivered a scalable enterprise analytics platform to analyze team performance and ticket trends, enabling root cause analysis of modules with high volumes of incidents, and reducing MTTR by 15 hours and TTM by 2 days per incident.
- Led the end-to-end rollout of a predictive forecasting solution using advanced planning and optimization tool to improve planning precision, integrating real-time sales and inventory data, enhancing demand accuracy by 40%, and driving $1M in annual savings.

Senior Business Analyst
- Enabled real-time insights into financial KPIs by modernizing core data services-based reporting pipelines, boosting reporting speed by 3 times, and improving data integrity through automated quality checks.
- Modernized data orchestration for Business Warehouse extractors by optimizing pipeline logic and schema design, enabling faster and more efficient decision-making and reducing compute costs by 30%.
- Streamlined procurement and sales workflows by deploying a conversational AI chatbot using SAP Cloud Platform, allowing users to independently create, view transactions such as orders, requisitions, and invoices, reducing service desk dependency by 60%.

Business Analyst
- Supported the SAP S/4 HANA upgrade by streamlining workflows and ensuring compliance with technical documentation standards, resulting in a 30% improvement in process speed and overall system performance.
- Pioneered the creation of 25 Adobe billing and invoicing forms by collaborating with finance and operations teams, reducing invoice processing time by 3 days per cycle and accelerating cash flow realization by 1 week per month.

LEADERSHIP AND ENTREPRENEURIAL EXPERIENCE

JobSiteIQ – Chicago, US   *Jan 2025 – May 2025*
Project Lead
- Managed sprint planning, backlog prioritization, and task allocation, improving development efficiency by 40% through continuous stakeholder management and coordination, feedback integration, and weekly status reporting.
- Established strong project governance for JobSiteIQ's BI dashboard initiative by defining scope, deliverables, creating Work Breakdown Structure and RAID logs - ensuring high-quality delivery, and 3 weeks ahead of schedule.
- Delivered Power BI dashboards for jobs tracking, service and site performance, and quote analysis, achieving a Net Promoter Score of 9 by ensuring data accuracy and validating deliverables against client-defined acceptance criteria.

Cheista Health – Chicago, US   *Oct 2023 – Dec 2023*
Product Analyst
- Defined product scope, prioritized features, and supported prompt workflow design using LLMs and Python to deliver a GenAI-based policy analysis MVP, resulting in a 30% increase in CSAT score.
- Designed a data-driven strategy that converted fragmented policy documents into a structured data model using MongoDB and Neo4j, enhancing automation and accessibility, improving processing efficiency for 7+ healthcare providers by 50%.
- Created a go-to-market strategy to improve product market fit by conducting user research and competitor benchmarking that identified 3 high-impact feature gaps.

EDUCATION

University of Illinois at Chicago | Liautaud Graduate School of Business (GPA: 3.92/4.00)   *Aug 2023 – May 2025*
Master of Science in Management Information Systems(MIS) | Chicago, US

University of Mumbai | Vivekanand Education Society Institute of Technology (CGPA: 7.54/10)   *Aug 2015 – May 2019*
Bachelor of Engineering in Computer Engineering | Mumbai, India

SKILLS/CERTIFICATIONS

- **Product & Project Management** – Agile, Scrum, Kanban, Lean, Roadmapping, Backlog Prioritization, Stakeholder Management
- **Technical Skills** – Python, DAX, ABAP, JAVA, Ui5, Oracle, HANA CDS, MS SQL Server, PostgreSQL
- **Software Tools** – Excel, Tableau, JIRA, Confluence, SAP ERP, ServiceNow, MS Project, Jenkins, SharePoint
- **Certifications** – PMP, CSPO, AWS Solution Architect Associate, SAP ABAP on HANA 2.0 Specialist, AWS Cloud Security Builder