

Kajal Talele

E-mail: Kajut285@gmail.com | LinkedIn: [linkedin.com/in/kajaltalele](https://www.linkedin.com/in/kajaltalele) | Portfolio: [kajalt.com](https://www.kajalt.com)

SUMMARY

Visionary product manager with 6+ years of proven expertise with start-up and enterprise company experience. Adept at leveraging cross-functional and product collaboration with UX, Engineering, Data Science, and Research to deliver customer-focused innovative scalable products and drive end-to-end growth strategies.

PROFESSIONAL EXPERIENCE

Product Manager / Senior Analyst - Virginia Mason Franciscan Health - Seattle, WA

Sep 2022 - Present

- Led cross-functional research teams in analyzing organizational inefficiencies, resulting in a 500-bed capacity expansion overall
- Spearheaded the prototype development integrating GE Healthcare's analytics engine via Microsoft Azure ExpressRoute, improving patient flow & boosting efficiency by 40%
- Launched the AI-powered 10 live border tiles with critical OKRs and ML bed prediction leading to a 25% reduction in downtime
- Strategized five key features based on data driven approach to optimize resources that led to 20% faster patient turnover rates
- Developed product vision & product strategy grid that reduced customer wait times by 15 minutes on average
- Performed analytical impact estimation and forecasting improvements that increased patient satisfaction scores by 50 points
- Optimized UI/UX design with engineering & design teams and planned strategic planning to ensure rapid depiction of live performance data, reducing the time to access critical metrics by 50%
- Managed strategic roadmap planning that improved operational accuracy by 35% and 20% growth in revenue in the 2023 year
- Launched 2 new features that Identified and improved customer critical safety concerns in real-time on 325 occasions in 12 months
- Increased user engagement by 60% through real-time feedback loops, allowing currently continuous improvement of the product

Product Manager – HeyKiddo - Seattle, WA

Jun 2022 – Jul 2023

- Led the product design/sense of the HeyKiddo app, managing the prototyping in Alpha, Beta, and MVP releases, resulting in a 25% increase in app downloads and 450 new subscribers post-MVP launch
- Led a team of 5 Business Analysts that drove a 20% boost in productivity through Agile execution and Azure DevOps
- Led the POC for the feedback mechanism using collaborative filtering and pitched the business case to the leadership helped increase engagement by 20% and improved the user-based recommendation system
- Conducted market fit research, wrote user stories, performed user feedback analysis, and identified key insights to inform UX design
- Built a Kano Model (identified Delighters) to find out the 'Must-be' and 'Attractive' features that helped address 20+ escalations
- Conducted A/B testing with different features in-app, resulting in a diverse user experience that helped to prioritize the pain points
- Tested, evaluated, and selected the most accurate ML model for predicting user preferences, resulting in a 15% increase in user retention and a significant boost in in-app engagement
- Achieved 80% positive feedback from users with reports of improved outcomes for their children after 12 weeks of using the app

Software Engineer - IQVIA (Quintiles & IMS) - Seattle, WA

Jul 2021 – May 2022

- Led the design, integration, and testing of 20+ data pipelines with the incorporation of REST APIs, SQL tuning, and real-time data ingestion systems that optimized the performance by 25%
- Built a relational database framework in Snowflake with unique key/data mappings for 8M+ user records
- Managed technical bottlenecks, risks, and escalations while migrating 50 organizational databases, reducing downtime by 10%
- Created product strategy to address over 20+ escalations, and integrated feedback that improved data retrieval speed by 35%
- Created FRDs, BRDs, and ETL mappings that improved project turnaround times by 20% through effective stakeholder collaboration

Case Manager - Titanium Healthcare (Anthem) - Seattle, WA

Feb 2021- Jun 2021

- Conducted FIT/Gap and data analysis to support growth strategies that increased customer retention by 20%
- Developed KPIs aligned with company goals, improved performance by 20% & ensured 95% of monthly targets were consistently met
- Achieved a 32% reduction in ER visits & 25% cost reduction, with a <5% 30-day readmission rate & a Net Promoter Score >95%

Associate Product Manager – GlobeConnect - New Jersey

Mar 2020 - Jan 2021

- Conducted market analysis and user research, identified 3 target segments, and addressed 3 key pain points to define project goals and scope for a Mobile-Telemedicine Integrated Van
- Led a product discovery phase using fishbone analysis & stakeholder workshops, reducing project ambiguity by 40%
- Designed a product vision, product requirements, prioritized 4 features, & created a product roadmap aligning 3 core user needs
- Facilitated ideation sessions, generating 3 actionable solutions to overcome 5 identified project limitations through user surveys

Product Manager - Dental Care Centre - Mumbai

May 2016 – Jan 2019

- Spearheaded the development of a CareConnect portal, delivered a unified product vision & scope of features that gained a buy-in of

- 20K from the CEO for a User-Centric design of a new engagement tool
- Conducted User Stories, analyzed the product usage, feedback surveys, and built a new feature such as barcode bill payment and smart scheduling resulting in a 10% increase in user adoption within 6 months
- Owned financial analysis, reported monthly, mitigated 10+ project risks that reduced costs by 6% YoY, & increased revenue by 12%
- Managed the end-to-end product life cycle and Go-to-market strategy that supported sales, marketing, and business development
- Identified customer segments that included marketing campaigns, which resulted in a 30% growth in portal sign-ups post-launch
- Led onboarding program management for users, ensuring smooth adoption of the product that reduced onboarding time by 20%

EDUCATION

- **Master of Business Analytics**, University of Washington, Seattle (GPA 3.9 / 4.0) **Jun 2023**
- **Master of Health Administration**, Certified Six Sigma Green Belt | Rutgers, The State University of New Jersey **Jan 2021**
- **PMP (Project Management Professional) Certification** (In progress), Project Management Institute **Feb 2025**
- **Bachelor - Health Sciences**, Mumbai **Aug 2017**

SKILLS

Technical Skills:

- **Programming Languages and Developments:** SQL, Python, JSON, HL7
- **Cloud Technologies and Environments:** AWS, Azure, Snowflake, Oracle, SSRS, SSMS
- **BI and Analytics:** Tableau, Power BI, Google Analytics, OLAP, SAP
- **DevOps:** Azure DevOps, Jira, Asana, Kanban
- **Project Management:** ProductPlan, PMO, Trello, Scrumwise, **Mockups:** FIGMA, Visios

Product Management Skills: Product Leadership, User Analytics, Product Marketing, Critical Thinking, Product Lifecycle Management, Decision making, Problem-solving, Customer Experience, Product Execution, Product Delivery, Customer Engagement