






# NIRALI SHAH

## PRODUCT MANAGER

 niralishah.com  github.com/hellonirali  ndshah12@gmail.com  (630) 291-8549  Chicago, Illinois



### SUMMARY

Human Resources Manager turned Product Manager with over five years of experience problem solving, collaborating cross-functionally, and leveraging people, process, and technology to find creative solutions for clients. Experienced in utilizing Agile methodologies and data to solve complex problems. Strong product management skills in communication, prioritization, influencing, and being client-focused.



### EXPERIENCE

#### Product Manager at Rise Buildings | risebuildings.com

May 2018 – Present | Chicago, Illinois

- Led end-to-end design and development of 20+ client-focused solutions from ideation to deployment across multiple platforms - four mobile apps (iOS and Android) and three web portals in an agile environment
- Served as point-person for escalation, incident management, product questions for all clients, and special projects
- Conducted market research by interviewing clients at various points in the buying journey to gain insight into their needs and iterated the product roadmap accordingly to enhance functionality of the platform and address client pain points
- Created user stories, feature requirements, oversaw development sprints and feature progression, and maintained product backlog to ensure timely integrations and bi-monthly product releases
- Collaborated with third party vendors, cross-functional partners, stakeholders, and clients on feature development
- Managed 15 design and development resources both on and offshore
- Developed and led deployment trainings for teams of up to 15 client employees to ensure positive experience
- Designed marketing material for email campaigns, marketing website, trade shows, deployments, and more

#### Human Resources Manager at IRI

August 2016 – November 2017 | Chicago, Illinois

- Supported 350+ employees across four client groups partnering directly with senior management to provide strategic guidance on performance management, discipline issues, investigations, and more

#### Human Resources Representative at James Hardie Building Products

April 2015 – August 2016 | Chicago, Illinois

- Supported 400+ employees in employee relations, policy administration, onboarding, and more
- Championed a development program to increase inclusivity, foster leadership skills, and reduce retention

#### Human Resources Development Program at Caterpillar

February 2012 – April 2015 | Georgia & Illinois

- Championed a 30% improvement in meeting recruitment needs at a start up facility as head of recruiting, resulting in 300+ front-line candidates hired in 14 months
- Conceptualized and gained executive buy-in through robust return on investment analyses to drive changes in Compensation Philosophy for 20,000+ production employees across North America
- Supervised and developed a team of nine employees; drove process improvement to decrease workload queue by ~60% over a six month period and digitized 40,000+ US employee personnel files



### PROJECTS

#### The Briefing | Developer & UI/UX Designer | <https://bit.ly/2DmytUN>

*Utilizing data visualization and comparative analysis, built a web tool to determine validity of online news articles*

- Developed with React, Redux, Node, Express, Firestore, D3, IBM Watson, News API, and Semantic UI React
- Implemented a database model and backend routes to scrape articles and run analysis utilizing APIs
- Built a Chrome extension, designed data visualizations for a dashboard view of side-by-side article analysis

#### Reflection | Sole Developer | <https://bit.ly/2zaJuFJ>

*A micro-journaling mobile app focused on the little moments & moods in life; built over a four-day hackathon*

- Developed with React Native, Express, Native Base, and additional libraries
- Designed a three-screen app to welcome user, write micro-journal entry and capture mood, and view timeline of entries in reverse chronological order with navigation between screens

#### Boozy Wines | Developer & UI/UX Designer | <https://bit.ly/2FmZjyC>

*An e-commerce site in which guests and logged-in users alike can browse, filter, and purchase wine; users can manage their account and leave product reviews; admins can make edits to the website functionality*

- Developed with Node.js, Express, React/Redux, PostgreSQL, Mocha, Chai, and Semantic UI React
- Designed mockups; built smart components to view product(s), cart, past orders, and admin capabilities
- Setup authentication via email and password and Google OAuth using Passport.js

#### KaiBot | Sole Developer | <https://bit.ly/2zdPtJU> and <http://bit.ly/2HyUdM7>

*A text message based chatbot built to make conversation and take ice cream orders*

- Developed with Express, Twilio, IBM Watson, and Redis
- Designed a conversation tree to walk the user through the process of ordering ice cream with toppings, answer questions, and repeat the user's complete order



### SKILLS

#### Methods

- Agile/Scrum
- Market Research
- Integrating APIs
- User Flow Diagrams
- Wireframes

#### Proficient In

- Jira
- Javascript
- React
- Redux
- React Native
- Express
- Node.js
- Sequelize
- PostgreSQL
- Redis
- Photoshop
- CSS
- HTML
- Bootstrap
- Semantic UI
- Axios
- Git

#### Familiar With

- Webpack
- Mocha
- Chai
- Jasmine
- Passport
- Socket.io
- Waffle.io
- D3
- InVision
- Illustrator
- Dreamweaver



### EDUCATION

#### Fullstack Academy of Code

Software Engineering Immersive, 2018

#### University of Illinois at Urbana-Champaign

Master of Human Resources & Industrial Relations, 2011

Bachelor of Science in Psychology, 2010