GOUTHAM SHAJI C K

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PROFESSIONAL SUMMARY:

Product-focused Software Engineer with **3.5+ years of experience building enterprise platforms at JPMorgan Chase**, including **1 year of Technical Product Ownership experience leading backend product delivery**. Skilled in **product discovery, PRD writing, backlog management, product analytics, and cross-functional collaboration with engineering teams**. Currently pursuing **AI-First Product Management Fellowship (Product Space)** and working as a **Product Management Intern at Ardelis Technologies**, building marketplace and consumer platforms.

CORE PRODUCT SKILLS & TOOLS:

Product : Product Discovery, Product Strategy, PRD Writing, User Stories, Feature Prioritization, Product Roadmapping, Backlog Management

Analytics: Funnel Analysis, Cohort Analysis, Product Metrics, SQL Analysis

Execution: Agile / Scrum, Stakeholder Management, Customer Research, Competitor Analysis, API Understanding, System Thinking, Root Cause Analysis

Tools & AI: Jira, Confluence, Figma, Miro, Notion AI, Claude, Cursor, Lovable, Magic Patterns, Gamma, NotebookLM, n8n, Google Antigravity

Technical: Java, Spring Boot, SQL, Postman, Swagger, JMeter, Prometheus, Grafana

PRODUCT MANAGEMENT EXPERIENCE:

Product Management Intern — Ardelis Technologies [2026– Present]

Working with founders and developers to build **consumer marketplace platforms from 0 → 1**.

1. Baby Products Marketplace

- Conducted **product discovery and user journey analysis** to identify friction in buyer–seller interactions
- Collaborated with developers to resolve bugs and **improve UX and feature usability**
- Translated requirements into **user stories, acceptance criteria, and prioritized backlog**
- Designed **Go-To-Market strategy supporting early user acquisition and marketplace liquidity**

2. Christian Matrimony Platform

- Conducted **competitor benchmarking across matrimony platforms to identify feature gaps**
- Performed **problem framing and user need analysis to prioritize new product features**
- Created **PRDs and structured product requirements for engineering teams**
- Improved **feature clarity and delivery efficiency through structured backlog documentation**

Technical Product Owner — Payment Traffic Control Platform
Mphasis Ltd (Client: JPMorgan Chase) | Nov 2024 – Nov 2025

- Owned backend roadmap for enterprise payment routing platform supporting internal payment workflows
- Translated business needs into PRDs, user stories, and prioritized backlog items
- Collaborated with engineering, QA, and stakeholders to deliver features in Agile sprint cycles
- Reduced UAT defects by 20% through improved requirement clarity and acceptance criteria
- Improved platform reliability by 15% through KPI monitoring and incident pattern analysis
- Delivered security modernization improving compliance posture by 30%

PRODUCT WORK (Selected)

YouTube – "Search Inside Video" Feature (Link)

- **Problem:** Users struggle to find specific moments inside long-form videos
- **Solution:** Proposed AI-powered transcript-based in-video search with timestamp navigation
- **North Star Metric:** Effective Segment Engagement
- **Supporting Metrics:** search frequency, watch time, scrub reduction, drop-off reduction

AI Travel Discovery Engine (Prototype) (Demo)

- Built **AI-powered travel discovery product** for personalized recommendations
- Features: AI destination suggestions • itinerary generation • discovery UX
- Tools: Claude Code • Netlify • Google Stitch AI • Google Antigravity

PROFESSIONAL EXPERIENCE:

Software Engineer — Mphasis Ltd (Client: JPMorgan Chase) Jun 2022 – Oct 2024

- Built REST APIs using Java, Spring Boot, and SQL
- Improved API validation efficiency by 40%
- Built monitoring dashboards using Prometheus & Grafana
- Improved system performance 18% through JMeter performance analysis
- Used SQL and log analysis to investigate incidents and improve system reliability

EDUCATION

B.Tech — Electrical & Electronics Engineering — SRM Institute of Science and Technology | CGPA: 8.11 AI-First Product Management Fellowship — Product Space (In Progress)