

Gourav Baloria

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PROFESSIONAL SUMMARY

With over 7.5 years of experience in product operations, I have successfully contributed to banking, pharmaceutical, and automotive projects in roles including Product Operations Lead, DevOps Engineer, and Product Owner. Currently, I am leading a project aimed at optimizing the drawing verification process, which has generated an impressive this year savings of €416K.

WORK EXPERIENCE

Role: Technical Product Manager

Aug 2022 – Present

Volkswagen ITS

Pune, India

- Spearheaded the implementation of an automated drawing verification system, reducing the average drawing approval time in car development from 3 days to 30 minutes, significantly accelerating the product development cycle.
- Delivered €416K in cost savings within the first year through process automation, with an additional €600K in projected savings for the following year, driving substantial financial impact.
- Collaborated with 50+ stakeholders to define product requirements, create a product roadmap, and establish a unified framework for improving the operational efficiency.
- Led a project to analyse year-over-year operational data and customer feedback, successfully reducing recurring incidents and requests by 30%, which significantly improved operational efficiency and boosted customer satisfaction.
- Utilized Git, Bitbucket, Docker, Bamboo, Helm, and OpenShift to create CI/CD pipelines, ensuring best practices for development and deployment.

Role: Operations Lead

May 2020 - Aug 2022

TCS

Delhi, India

- Managed L2 and L3 operations support for GxP systems in the pharmaceutical safety domain, leading a team of 9 engineers. Application I was part were used for storing clinical research, post clinical research trails etc data.
- Led the automation of access management across 100+ applications, driving over \$550,000 in annual savings and reducing average access request completion time from 1 day to 1 hour, enhancing user experience and operational efficiency.
- Spearheaded API design and platform integration by collaborating with downstream application teams to gather requirements. Developed comprehensive API implementation documentation, which enhanced product capabilities and improved user satisfaction.
- Authored and communicated Business Requirement Documents and Functional Requirement Documents, driving stakeholder engagement and ensuring product alignment with business goals.

Role: System Engineer

Feb 2017 - May 2020

TCS

Mumbai, India

- Planning and implementation of infrastructure design for Aadhaar-based authentication banking payments application.
- Enhanced system performance and security through regular upgrades and maintenance, reducing downtime and improving user experience.
- Identify and address security vulnerabilities, manage quality of application, ensuring a safer user experience.
- Improved operational efficiency by developing an automated transaction monitoring system, reducing customer issue resolution time by 60% through real-time alerts and automated notifications.

EDUCATION

Master of Computer Applications (MCA)

Sept 2017 – Nov 2020

Bachelor of Computer Applications (BCA)

May 2013 – April 2016

SKILLS

- **Product Management:** Customer-centricity, Release Planning, Team Building, Product Leadership, Product Roadmap, Data-driven decision-making, Collaboration
- **Tools/Language:** MS Office, PHP, Automation Anywhere, Burp Suit, Technical Documentation, Figma, Jira, Confluence, ServiceNow, Notion, Confluence, API, GDPR, ITIL
- **Certifications:** Design Thinking, Six Sigma (TCS Internal)

Extra Curriculum and Awards

- Awarded multiple times for the Automation initiatives.
- Built a Himachali cultural community in Pune, growing membership to 100+ people and successfully organized 1st event with over 45 attendees, fostering strong community engagement.
- Awarded Best Student in college for academic and leadership performance.