

OMKAR VIJAYKUMAR PISAL

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PRODUCT MANAGEMENT | PRODUCT OPERATIONS | BUSINESS ANALYSIS | AGILE & PRODUCT DISCOVERY

PROFESSIONAL SUMMARY

Product Management and Business Analysis professional with experience across product operations, customer operations, business process analysis, requirements gathering, workflow improvement, and cross-functional execution. Experienced in customer discovery, market research, translating business and customer needs into product requirements, creating PRDs and user stories, prioritizing initiatives, and supporting Agile product development. Hands-on exposure to product analytics, KPI tracking, process mapping, root cause analysis, and stakeholder management, complemented by an Advanced Certification Program in Product Management with applied learning in AI Product Management concepts.

CORE COMPETENCIES

- **Product Management:** Product Strategy, Product Discovery, Product Requirements, PRDs, User Stories, Product Roadmaps, MVP, Prioritization, Product Lifecycle
- **Customer & Market:** Customer Discovery, User Research, Market Research, Competitor Analysis, Customer Journey Mapping, Pain Point Analysis
- **Business Analysis:** Requirements Gathering, BRD, FRD, Gap Analysis, Root Cause Analysis, Process Mapping, Business Impact Assessment
- **Analytics & Metrics:** Product Analytics, KPI Tracking, Performance Monitoring, Conversion, Retention, Adoption, Operational Metrics, Business Reporting
- **Agile & Stakeholders:** Agile, Scrum, Sprint Planning, Stakeholder Management, Cross-Functional Collaboration, Backlog Prioritization, Issue Resolution
- **Tools:** Jira, Confluence, Figma, Miro, Google Analytics, Mixpanel, Power BI, Microsoft Excel

PROFESSIONAL EXPERIENCE

DGT Tech Pvt Ltd | Founder & Product Lead — Pune | Apr 2024 – Jul 2026

- Coordinated product and business initiatives from customer discovery through requirements definition and operational execution.
- Conducted customer discovery and market research to identify business problems, customer pain points, and product improvement opportunities.
- Gathered stakeholder and customer requirements and translated business needs into actionable product requirements and improvement recommendations.
- Created PRDs, user stories, and functional specifications to support product planning and development activities.
- Prioritized initiatives using impact-versus-effort analysis and business value frameworks to support execution decisions.
- Analyzed customer feedback and engagement indicators to identify improvement opportunities and support data-informed product decisions.
- Supported business planning, operational execution, and customer acquisition initiatives through structured coordination and follow-up.
- Collaborated across business and product activities to translate identified problems into actionable solutions and deliverables.

IGT Solutions | Customer Support Associate — Pune | Jan 2021 – Dec 2023

- Managed high-volume international customer interactions while maintaining SLA compliance and service quality.
- Analyzed recurring customer issues to identify process gaps, operational bottlenecks, and customer experience challenges.
- Conducted root cause analysis and collaborated with relevant teams to improve workflows and resolve recurring operational issues.
- Recommended service and process improvements based on customer feedback, recurring issue patterns, and operational observations.
- Contributed to process improvement initiatives focused on operational efficiency, workflow improvement, and service performance.

PRODUCT MANAGEMENT CERTIFICATION

Advanced Certification Program in Product Management — CareerVeda

Training and applied knowledge in Product Strategy, Product Analytics, Customer Research, Product Discovery, Product Roadmap Planning, Agile Product Development, Stakeholder Management, Business Analysis, and Go-to-Market Strategy.

SELECTED PRODUCT PROJECTS

E-Commerce Conversion Optimization — Conducted customer research and competitor benchmarking to identify customer journey and conversion opportunities. Analyzed checkout friction points, defined conversion and retention metrics, and prioritized improvement opportunities using the RICE framework.

Online Learning Platform Enhancement — Analyzed learner engagement and retention challenges. Defined DAU, retention, completion, and adoption metrics and developed data-backed recommendations to address identified retention challenges.

Customer Support Ticket Management System — Conducted stakeholder interviews and workflow analysis to understand operational requirements. Performed process mapping and root cause analysis and defined automation-focused business requirements.

Insurance Claims Digital Transformation — Mapped insurance claim workflows and customer journeys to identify operational inefficiencies. Identified manual process gaps and defined KPIs and operational success metrics for improvement initiatives.

EDUCATION

Bachelor of Science (Forensic Science) | YCIS, Satara | 2020

ATS / APPLICATION NOTE

Target roles: Associate Product Manager, Product Manager, Product Operations, Product Analyst, and Business Analyst. For each application, tailor the headline, summary, skills, and selected project keywords to the exact job description. Add verified quantitative outcomes wherever available rather than using unverified numbers.