

Nayana Kumari

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EXPERIENCE

Phasio

March 2023 - Dec 2023

Product Manager

Remote

- Handled quality assurance by delivering 40 end to end automated test cases for regression testing.
- Implemented and managed an efficient internal system to collect customer feedback and bug reports, resulting in a 30% reduction in customer support issues and saving 8 hours of developer time per sprint.
- Led production releases while collaborating with an engineering team of 5 in different time-zones.
- Delivered 3 PRDs for new features with details based on user research and driving metrics per sprint.
- Managed customers 1:1 to provide long-term solutions based on their needs and implemented PostHog in the platform to track user adoption metrics for new features driving up ARR to 18% in Q4.

Graduate SWE, Founding Team

- Implemented a self-onboarding flow for new account creators on the platform and a dark mode user experience resulting in new user signups by 11% in the first month.
- Streamlined the quality assurance process by creating an efficient testing framework, automating 20 test cases and saving developers 24 hours per feature release.
- Ensured the platform was bug-free with rigorous testing based on customer feedback taken 1:1 and through Crisp to deliver instant customer support with hotfixes for reported bugs.

OneBanc

January 2023 - February 2023

Frontend Software Developer, House of Product

Gurgaon, Haryana

- Spearheaded the ideation, design and development of the login flow with verification of the user, validation with OTP and end to end encryption for a client in banking services based on their API.
- Led a team of 3 junior frontend developers and collaborated to build and ship the custom new login system within 1 month driving up new user signups for the client by at least 10%.

Frontend Simplified

July 2022 - December 2022

Frontend Software Developer

Remote

- Transformed a completely static HTML, CSS, JS and React single page application into an interactive user interface using animations, transitions and carousels while collaborating with frontend support staff.
- Processed API requests to represent the data fetched from a cloud server and represented it through skeleton loading states, pagination and dynamic routing to produce - <https://nft-marketplacee.web.app/>
- Led an internal community of 50+ fellows by delivering complex website development concepts, weekly UI and code reviews, and regular sync-ups on demonstrative projects.

EDUCATION

Sri Ramaswamy Institute of Science and Technology (SRM IST)

2018 to 2022

Majored in Electronics and communication. Grade - 8.76/10

Chennai, India

SKILLS

Technical Skills: SQL, Python, HTML, CSS3(BEM), JavaScript ES6+, AngularJS, ReactJS(+hooks), TypeScript, Next.js, Firebase, FireStore, Redux, Node.js, WebSocket.io, GraphQL, AWS, Docker, Tailwind CSS, Git.

Non-Technical Skills: Strategic Communications, Community Management, User-centered Design Thinking.

Tools: Notion, Figma, PostHog, Crisp, yEd Live, Typeform, Jamboard, Playwright, GitHub.