

SHIVAM RAJ

CSE undergrad at DTU

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📍 Delhi

🌐 LinkedIn

🐙 GitHub

🌐 Portfolio

EDUCATION

BTech

Computer Engineering

Delhi Technological University
(Formerly Delhi College of Engineering)

📅 August 2019 - current

📍 Bawana Rd, Delhi-42

SKILLS

Technical Skills

- HTML5/CSS3
- Javascript
- React.js

Soft Skills

- Communication Skills
- Leadership Skills
- Critical Thinking
- SWOT Analysis
- Stakeholders Management
- Decision Making

Tools

- Google Analytics
- Jira
- Trello
- GitHub

WORK EXPERIENCE

Product Intern

Filo

📅 May 2022 - July 2022

- Analyzed customer segments and conducted competitor analysis
- Analyzed product operational issues including customer wait time and tutor retention
- Researched the pricing of the product and understand the user's expectations
- Analyzed the user's requirements and reasons behind the churn rate of customers
- Solved customer's biggest pain points and created a multi-channel attribution model
- Discovered student's in-session problems and solutioned for features
- Conducted 50+ user interviews and ran various feedback campaigns to assimilate product demand, feature discovery and more

Product Management Intern

EmaChat

📅 Jan 2022 - Mar 2022

- Conducted user research, market analysis and competitor mapping
- Designed UI/UX wireframes to deliver new features with the design team
- Ideated and built product roadmap and managed prioritization and tradeoffs
- Led the team that implemented important features based on market research, competitor analysis and user pain points
- Increased the user engagement by 40% and user base by 25%

ENTREPRENEURSHIP EXPERIENCE

TripVip

Co-Founder and CEO

📅 Sept 2022 - Jan 2023

- Founded a startup aimed at increasing and normalizing student travel in India through affordable trip packages and enhanced comfort and engagement
- Successfully formulated and implemented the company's vision, goals, and objectives. Proven ability to identify and prioritize key actions to drive business results
- Led cross-functional teams in the execution of plans, resulting in a significant increase in productivity and customer satisfaction
- Generated revenue of 3 lac+ rupees with a profit margin of 37%