

SAI GOWRAV P

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SUMMARY

Shipped two AI-powered internal tools from scratch, surfaced a 28% operational bottleneck, and co-authored PRDs while embedded with product teams all from a support analyst seat. Two years of living inside user pain daily; now targeting APM and Product Analyst roles in B2B SaaS and enterprise operations tooling.

SKILLS

Product: PRDs & User Stories · Roadmapping & Prioritization · Product Discovery · Agile/Scrum · OKRs · User Research · A/B Testing · Stakeholder Management · Go-to-Market · KPI Definition

Analytics: SQL · Data Analysis & EDA · Power BI · KPI Dashboarding · Funnel & Cohort Analysis

Tools: Figma · Jira / Linear · Confluence / Notion · Miro

EXPERIENCE

Business Analyst — Wipro Limited

Jun 2025 – Present

- Defined 4 engineering performance KPIs from scratch, surfaced a 28% bottleneck in support operations, and authored the change request that cut manual effort by ~6 hrs/month.
- Automated recurring ad-hoc data requests into self-serve Power BI dashboards, eliminating ~50 analyst-hours monthly and freeing the team for product-critical work.
- Embedded with cross-functional product team during Agile sprint planning, roadmap reviews, and stakeholder syncs — contributing to PRD drafts, user stories, and release trade-off decisions.

Business Analyst — DXC Technology

Sep 2024 – Jun 2025

- Mapped support workflow end to end, identified where cases were stalling, and proposed process changes that cut average case handling time by 24%.
- Built data validation logic across 3 critical datasets, catching error classes pre-production and reducing downstream incidents from ~12 to ~3 per release cycle.
- Partnered with PMs to translate operational findings into user stories and backlog items, contributing directly to the next-quarter product roadmap.

Product & Engineering Intern — Varcons Technologies

Jan 2023 – Mar 2023 (Pre-Final Year)

- Owned end-to-end delivery of a consumer social app — feature scoping, UX flows, and production code in React JS, TypeScript, and Appwrite — driving an 18% engagement uplift in the pilot cohort.
- Made prioritization calls (infinite scroll vs. performance optimization) by evaluating user behaviour data and balancing technical constraints against business goals.

PRODUCT PROJECTS

RCA AI Support Agent Tool

- Identified recurring first-contact resolution failures affecting ~30% of incoming tickets; defined product vision for an AI-powered RCA assistant with guided troubleshooting and context-aware video resolution.
- Designed smart escalation workflows and auto-documentation logic, reducing average engineer handling time by ~15 min/ticket and cutting duplicate documentation effort on ~35% of escalations.
- Owned end-to-end product spec — user journey mapping, edge-case definition, and acceptance criteria — collaborating with engineering through launch.

AI Workload Balancer & Capacity Planner

- Identified uneven ticket distribution causing engineer burnout and SLA breaches; designed an AI-powered balancer using real-time capacity tracking and predictive load forecasting to auto-recommend optimal assignments.
- Built an ML-based complexity scoring engine (XGBoost) predicting handling time via issue type, historical patterns, and sentiment — improving assignment accuracy by ~2x vs. manual baseline.
- Defined the "balance ratio" metric, designed manager-facing capacity view, and rolled out across 3 teams — reducing SLA breach frequency by ~30% and surfacing at-risk engineers 48 hrs earlier via AI-generated alerts.

EDUCATION & CERTIFICATIONS

B.E, Computer Science Engineering — Jyothy Institute of Technology, Bangalore | GPA: 8.22/10 | 2020–2024

Microsoft Certified: Azure Fundamentals (AZ-900) — Microsoft