

JAYS JOSE THOMAS

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I am an impact driven, user-first and passionate product manager who have built exceptional products in ~3 years of my product experience and you can find all my work (product decks, blogs etc.) at my **Portfolio Website** - [Jaysjosethomas.in](https://jaysjosethomas.in)

ACADEMIC DETAILS	
M.Sc. (Hons.), Physics and B.E. (Hons.) Chemical Engineering, Birla Institute of Technology and Science, Pilani Campus	Aug 2016 – May 2021
Technical Proficiency	Excel, Google Analytics, Amplitude, Mixpanel, Leadsquared, MySQL, Hive, Balsamiq, Figma, Zendesk, CRMs, AWS, MSD 360
WORK EXPERIENCES / SUMMER INTERNSHIPS     	
Product Manager - Joveo Technologies	Sep 2022 - Present
Product owner tasked with stabilizing the entire backend of a job advertising platform , which track click and conversions using pixels and fingerprints	
Contributions and Impact	
- o Reduced the monthly overall bug tickets on the team by 20% within 3 months. Reduced monthly bug ticket rate from 3 digits to single digits; stabilizing - o Designed and built a conversion qualifying tool using bot detection tool; improved the conversion by 2.6% and generated a monthly revenue of 85K USD - o Designed and built an anomaly detection tools using complex spike detection algorithms which reduced the monthly client bug tickets by ~ 30 % - o Built a documentation series and an overall data dictionary for the system which improved the product understanding and data literacy of the team	
Product Manager and Associate Product Manager - Ola Cars and Ola Electric	May 2021 - Aug 2022
The only fresher APM to get recruited in the Ola group in 2021. Worked in Ola Cars as an APM, then got promoted to PM and then shifted to Ola electric	
Exceptional	
- o Designed the high-level architecture and design for the entire Ola Cars with 10 microservices for MSD 360 CRM which is still used in Ola as a reference - o Designed and built a sales CRM in 2 weeks and procurement CRM in a week using Leadsquared, which increased the monthly sales by 380% - o Common Metrics - PRDs written - 121, Firefights (AdHoc fixes) - 30 in 12 months	
Achievements	
- o Got promoted to a product manager for excellence in performance, making me the youngest experienced person to become a product manager in Ola - o Received the employee of the month award in Ola group for exceptional contribution	
Contributions and Impact	
- o Built a 0 to 1 product Ola Cars, a vehicle commerce platform, and grew it to the second largest used cars platform in India within 3 months of the pilot - o Product owner of 5 PODS - Seller experience, Customer support, Sales - Operational flow, Leadsquared and Microsoft CRMs and Backend Dashboards - o Designed and built a customer escalation prevention and solving system in Zendesk, that decreased monthly escalations by 30% and avg TAT by 2 days - o Led a team of 8 PMs, 36 engineers, 2 designers to release the pilot version of Ola Cars to 2500 users: used user behaviour to redesign the MVP app - o Designed and implemented the entire end-to-end operations flow for the Ola Cars in coordination with business, support, operations and sales teams - o Led a team of 2 PMs and 4 engineers to implement the customer support, live-chat, user feedback and lead generation systems using Zendesk	
Product Management Intern - IMI Mobile, Cisco	Jan 2021 - May 2021
IMI Mobile (Part of Cisco) provides cloud communications software and services that manage business-critical customer interactions at scale	
Exceptional	
o Developed and implemented four user flows and 8 task bots using custom code snippets and API calls, supported in multiple channels like Messenger, WhatsApp, SMS and Apple Business Chat with quick replies	
Contributions and Impact	
- o Part of two product teams, one which is responsible for the development and merging of IMI Engage to the Cisco WebEx Platform and the Cisco Ecosystem and the second which builds an Omni-Channel Bot Building platform using Natural Language Processing tools - o Identified and integrated 80+ events and 200+ parameters as instrumentation for the product analytics and user behaviour study of the IMI Engage-Cisco WebEx merged product in Mixpanel - o Recommended 5 different alternatives to IP Stack, an IP Geolocation API taking into consideration 10 different features and parameters, including GDPR	
STARTUP / ENTREPRENEURSHIP	
Co-founder and Program head, PM Buddy (a non-profit PM mock interview platform)	Jan 2021 - Jan 2023
PM Buddy was a Non-profit mock interview platform that provides free or low cost (4\$) mock interviews and career advice with experts to college students	
- o PM Buddy was built with the sole purpose to make sure no one has to go through any difficulties while preparing for interview just because it's unaffordable - o The entire revenue generated from the platform is fully donated to orphanages to support the education of the students and the needy - o Completed a 8-week cohort based product management accelerator program with 25 students and professionals who want to start their career in product	