Rohit Narwal

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Summary

11 years of experience in mobile app engineering and product management, currently working on AI projects to enhance customer experience and support.

My entrepreneurial journey includes founding and growing StyleFix, a venture empowering freelance hair stylists to own their businesses.

Education

MS, Computer Science: George Washington University (2011-2013)

B-Tech, Computer Science: Kurukshetra University (2007-2011)

Skills and Technologies

- **Development:** Swift, Objective C, JavaScript, Kotlin
- **Development Frameworks:** Agile Methodology, Scrum Framework, TDD (Test Driven Development)
- **SDLC:** Product Development, Quality Assurance Testing, Frontend Development, A/B Testing, Product Analytics
- **Tools:** Balsamiq, Proto.io, Figma, Jira, Pivotal Tracker, Mixpanel, Google Analytics

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Work Experience

Nextiva (Remote) | Senior Product Manager (2023 - Current)

- Spearheaded the development of an AI agent assist feature for a B2B customer experience SaaS platform, improving support ticket resolution times by 30%.
- Managed cross-functional teams to deliver AI-driven solutions.
- Conducted comprehensive market research and user feedback analysis.
- Collaborated with engineering and design teams to ensure seamless integration of AI technologies.
- Increased adoption of new AI features by 40% through targeted training sessions and comprehensive support materials.

StyleFix (Gurugram, IN) | Founder and CEO (2021 - 2023)

- Grew company revenue to ~₹1.2Cr and annual profit to ~₹40Lakhs by implementing strategic marketing campaigns and optimizing operational processes.
- Led a team of engineers to develop a high-performance web and mobile app using React Native.

- Streamlined operations, accounting, and customer satisfaction across 4 co-working spaces, resulting in a 20% increase in client retention.
- Secured acceptance into iCreate Launch Accelerator (<10% acceptance).

Single Interface (Gurugram, IN) | Product Manager (2019 - 2022)

- Recruited and managed a cross-functional team of ~20 developers, designers, and testers, improving feature delivery times by 30%.
- Established clear project goals, managed schedules, and resolved technical issues, ensuring timely weekly builds.
- Created a DIY SAAS tool for marketing operations, reducing the required workforce by 75% and increasing campaign efficiency.

MapMyIndia (Delhi, IN) | Technical Product Manager (2018 - 2019)

- Successfully launched MVP within a quarter for both iOS and Android platforms
- Spearheaded the introduction and implementation of Agile methodology, reducing development cycles and improving team collaboration.
- Identified and documented additional functional and non-functional requirements, enhancing the product's usability and performance.

Redbox (Chicago, USA) | Senior iOS Developer (2017 - 2018)

- Collaborated with the Redbox OTT platform team to enhance streaming capabilities, improving video load times by 15%.
- Optimized app performance and user experience, increasing user satisfaction scores.

Pivotal Labs (Washington, USA) | Fullstack Developer (2016 - 2017)

- Designed and developed an app to automate food ordering for the USA Army cafeteria, reducing order processing time by ~40%.
- Implemented pair programming and test-driven development (TDD) practices, enhancing code quality and team collaboration.

Incomm (Atlanta, USA) | Mobile Developer (2013 - 2016)

- Developed and maintained an SDK to customize app branding and features with no-code, enabling faster and more flexible app customization for clients.

The Washington Post (Washington, USA) | Mobile Developer (2012 - 2013)

- Developed and enhanced iOS app features, resolving critical bugs and improving app stability.