MOHIT AGGARWAL

Experienced Program Manager with 10+ years' delivering impactful, data-driven programs and projects, from ideation to scaled adoption. Proven expertise in shaping program execution strategy, defining technical requirements and leading cross-functional teams to achieve significant revenue and user growth.

817-879-5036   mohitagr18@gmail.com   www.linkedin.com/in/mohitagr   Web: https://mohitagr18.github.io   Fontana, CA

EXPERIENCE

Technical Product Manager, Data Science

Public Storage, Glendale, CA   Jun 2022 - Present

Directed program execution supporting product strategy for key revenue generating initiatives through data-driven solutions, to elevate customer experience; drove cross-functional adoption of new technologies.

- Led a pricing optimization program integrating inventory, competitor, promotions, and demand signals to maximize move-in revenue for **1.8M+** units across **3000+** properties. Managed cross-functional execution (Data Science, Engineering, Revenue Management, Field) delivering a **3.2% revenue lift** in test markets and **66% reduction in cycle time**. Scaled the solution nationwide for a **$3.2M annual impact** within 4 months.
- Launched a new website UI and a recommendation engine that utilized customer behavior and diverse data signals. Coordinated collaborative efforts with Marketing, IT, Data Science, and Engineering teams to scale adoption from **10% to 80% within 4 weeks**, achieving a **1.4% reservation rate increase ($3M CLTV impact).**
- Advanced a first-party data program, partnering with the website performance team to replace third-party tags, which resulted in a **0.5 sec improvement in page load speed**, enhancing user experience and data governance.
- Drove the implementation of a Customer Data Platform (CDP), streamlining data operations and **boosting marketing efficiency by 30%** through reduced time in data collection, segmentation, and activation.
- Built executive-level dashboards and reports communicating program progress, risks and KPIs to stakeholders.

Sr. Data Science Product Engineer, ArcGIS API for Python

Esri Inc., Redlands, CA   Apr 2020 – Jun 2022

Drove cross-functional programs to advance spatial data science and ML capabilities within the ArcGIS ecosystem, enhancing developer experience

- Managed ArcGIS Python API program lifecycle for **0.5M users/yr** leading execution of impactful ML projects, defining technical requirements and managing release execution.
- Boosted developer experience by leading a program to revamp documentation for spatial data analysis, mapping and visualization, and machine learning capabilities improving clarity and reducing support requests.
- Guided program priorities by translating user feedback into requirements for enhancing spatial processing tools, ML model integrations, and content management capabilities, overseeing engineering implementation.
- Championed a developer enablement program for **30+ M.S. students** via ArcGIS Python API practicum, guiding real-world prototype development applying its core spatial and ML capabilities.

Business Analyst, eCommerce

Esri Inc., Redlands, CA   Jul 2017 – Apr 2020

Collaborated on implementing a global ecommerce solution to improve customer journey, and ensure compliance, replacing legacy system

- Translated user needs into detailed requirements for the ecommerce platform, improving user experience.
- Led the implementation of Adobe Analytics to ecommerce store page enabling data-driven insights into customer behavior and KPI tracking.

Sr. Business Analyst, Product Implementation

Esurance Inc. (an Allstate company), Rocklin, CA   Apr 2013 – Jul 2017

Managed programs enhancing insurance quoting/policy management, driving projects from concept to IT delivery for Auto product and compliance

- Led JAD sessions and managed multiple projects end-to-end with cross-functional teams, ensuring timely delivery.
- Defined detailed rules for new initiatives and system enhancements, creating BRDs, functional specifications, and process flows.

Business Analyst, Global Emissions Regulatory Compliance

Caterpillar Inc., Redlands, CA   May 2011 – Apr 2013

Led a Six Sigma program to improve engine emissions data accuracy on Caterpillar's Technical Marketing Information website, crucial for global customers.

- Delivered higher data accuracy and satisfaction by identifying process gaps via SWOT, gap/risk analysis, and cross-functional process improvement collaboration.

Operations Business Analyst, eCommerce

Buy Stones Online, Kissimmee, FL   May 2010 – Apr 2011

Analyzed customer needs to identify improvements and develop business requirements

- Tracked business trends, prepared reports based on sales history and projections.

EDUCATION

M.S., Analytics, Georgia Institute of Technology, GA   Jan 2018 - Dec 2019

M.S., Engineering Management, The University of Texas at Arlington, TX   Aug 2008 - May 2010

B.S., Mechanical Engineering, U.P. Technical University, India   Sep 2002 - May 2007

CERTIFICATIONS

Deep Learning Specialization, deeplearning.ai   May 2020 - Aug 2020

Data Analytics / Big Data Certificate, The University of Texas at Austin   Jul 2016 - May 2017

SAS Certified Professional, SAS   May 2015 - Oct 2015

SKILLS

Technical:	Python, SQL, Google BigQuery, Generative AI, ArcGIS
Data Science and Cloud:	Jupyter Notebooks, Streamlit, DBT, Google Cloud Platform (GCP)
Program Management:	Agile/Scrum, Project Planning, Prioritization, User Story Definition, A/B Testing
Tools:	Looker, Tableau, JIRA, Confluence, Figma, Lucidchart