

# RESUME

---

## Suhas Manga

---

### Senior Solution Success Engineer

8698246774

[manga.suhas@gmail.com](mailto:manga.suhas@gmail.com)

<https://www.linkedin.com/in/suhas-manga/>

## Summary

Experienced Business Analyst with over 5 years of expertise in driving successful mobile application development and product launches across various platforms (Native, Hybrid, PWA, HTML5). Adept at gathering and analyzing business requirements, conducting data-driven analysis, and providing actionable insights to optimize product development. Proven ability to collaborate with cross-functional teams, manage multiple stakeholders, and deliver results within project timelines. Strong understanding of mobile app technologies, API and database integration, as well as system interfaces to support seamless product solutions.

---

## Skills

- Product Engineering
- Troubleshooting and Resolution
- Solution Optimization, Solution Testing and Implementation
- Process Improvement Solutions
- Requirement Gathering
- Customer Handling/Interaction
- Java
- SQL/PLSQL
- JIRA
- Confluence
- API Testing

---

## Experience

---

### eGain Communication / Senior Solution Success Engineer

March 2020 - PRESENT, Pune

- Lead cross-functional workshops and meetings to gather and document detailed business requirements from diverse stakeholders, ensuring alignment with business goals and technical constraints.
- Perform comprehensive data analysis to identify product trends, opportunities, challenges, and propose actionable recommendations to improve user experience and operational efficiency.
- Collaborate with product managers, designers, and developers to define clear specifications, evaluate potential solutions, and ensure seamless execution of product development.
- Oversee the end-to-end testing process, working closely with QA teams to validate product requirements and ensure quality standards are met across mobile applications (Native, PWA, Hybrid).
- Manage stakeholder expectations by maintaining clear communication channels, ensuring that their requirements and feedback are integrated into the development process.
- Maintain detailed project documentation, including requirement specifications, business process workflows, and change logs throughout the project lifecycle.
- Monitor project progress, working closely with Project Managers (TPMs) to track milestones and ensure timely delivery of product releases.
- Identify and mitigate potential project risks by collaborating with relevant teams and recommending feasible solutions.
- Actively contribute to the development of mobile apps and web products, ensuring smooth API and database integration.

### Concentrix / Technical Support Associate

April 2018-April 2019, Pune

- Gathered and analyzed business requirements for mobile app and web development projects, collaborating with key stakeholders to align technical requirements with business needs.
- Provided actionable insights from data analysis to drive product decisions and optimize mobile app performance.
- Played an integral role in the testing and validation process, ensuring that deliverables met both functional and technical requirements.
- Communicated regularly with stakeholders to provide status updates and ensure ongoing alignment with project objectives and timelines.
- Worked closely with development teams.

---

## Education

---

### University of Pune/ MCA-Management

June 2014 - June 2016, Pune

### University of Pune/ BCA

June 2011 - June 2014, Pune

---

## Awards

---

Performer of the Quarter December 2023