



SHIKHAR JOLLY

Age: 25 years | Exp: 41 months

Phone No.: +91 70179 45601 | Email: jollyshikhar@gmail.com

PROFILE SUMMARY

Award-winning product-minded professional with 41 months of experience in requirements definition, functional design and Agile delivery, and **90% client satisfaction**. Turns business problems into clear requirements, features and user stories, and works with business, design and technology teams from BRD/PRD to UAT and go-live.

PROFESSIONAL EXPERIENCE

Customer Strategy & Design Consultant, Deloitte India

May 2026 – Present

- Defined customer-centric product features for a private bank's collections products. Turned customer journeys and business requirements into **features and user stories with acceptance criteria** on JIRA.
- Worked with Product Owners, business stakeholders and technology teams from BRD/PRD creation to development, testing and go-live. Coordinated **UAT and got sign-off from all stakeholders**.
- Created **mock-ups** using Figma and GenAI platforms to show how features would look and work.
- Built a data-driven agency performance framework using three months of historical data. It helped assess productivity and contributed to a **25% increase** in month-on-month collections.
- Worked on GenAI-enabled customer journeys, including GenAI bots. Turned business use cases into product requirements and supported their implementation.
- Used GenAI to speed up BRD/PRD, product documentation and test-case creation. Prepared **SOPs for application support teams**.

T2 Associate Integration Engineer, A.P. Moller Maersk A/S

Dec 2023 – Jul 2024

- Set up standard data flows to **reduce project TAT by 40%**, which sped up client onboarding.
- Improved delivery quality and **reduced support tickets by 30%** through better documentation and clear tracking in JIRA/Confluence.
- Took part in **Agile ceremonies** such as sprint planning, backlog refinement and sprint reviews. Prepared **SOPs for application support teams**.

Associate Integration Engineer, A.P. Moller Maersk A/S

Sep 2021 – Dec 2023

- Designed and automated process flows for 1000+ EDI files/hour, **cutting operational costs by 25%** and **driving 12% revenue growth** through faster client onboarding.
- Delivered 40+ end-to-end B2B integration solutions**, reducing manual data entry by **80% through automation**.

QUALIFICATIONS

Degree	Institute, University/ Board	%/CGPA	Year
PGCM – Operations Management	Great Lakes Institute of Management, Gurgaon	3.05/4	2026
BBA – Logistics & Supply Chain Management	University of Petroleum and Energy Studies, Dehradun	7.79/10	2021
12 th	Ann Mary School, Dehradun	74.40%	2018
10 th	Ann Mary School, Dehradun	78.83%	2016

KEY SKILLS

- **REQUIREMENTS DEFINITION (BRD/PRD)**
- **PRODUCT FEATURE DESIGN**
- **AGILE & SCRUM**
- **USER STORIES & ACCEPTANCE CRITERIA**
- **UAT COORDINATION**
- **STAKEHOLDER COLLABORATION**
- **DATA ANALYSIS**
- **CUSTOMER JOURNEY MAPPING**
- **PROCESS CHANGE MANAGEMENT**
- **JIRA / CONFLUENCE / FIGMA**

CERTIFICATIONS & CERTIFICATES

- Supply Chain Logistics, Rutgers University, April 2020, 2 weeks
- Lean Six Sigma (Green Belt), Grant Thornton, July 2025, 4 weeks

AWARDS & ACHIEVEMENTS

- **Star Awards** (Q4'22 & Q1'23), Honored among **top 5–10%** performers at A.P. Moller Maersk, 2022 & 2023

POSITIONS OF RESPONSIBILITY

- Elected Member, **GLIM Gurgaon Student Council, 2025 -26**: Led **20+** student affairs and events leveraged on negotiation, feedback, and delivered continuous process improvement
- **Head Co-Ordinator, Great Lakes x SAP Hackfest**: Oversaw logistics, participant coordination, and execution of a 1-day AI hackfest with students from **30+** campuses across India

EXTRA-CURRICULARS

- **Second-Best Speaker consecutively**, 'Debattle' Debate Competition, Great Lakes Institute of Management, Gurgaon, 2025

LANGUAGES

- English
- Hindi