



Yatin Patel, MBA

Principal Product Manager

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👤 Profile

Highly accomplished Product Manager with **9+ years of experience** driving impactful product development. Expertise in transforming user insights and data analysis into strategic plans that deliver top-tier products exceeding customer expectations and business objectives. Proven ability to champion UX, technology, and business needs, fostering collaboration with cross-functional stakeholders to achieve success.

🏆 Awards

- 2023** **Teammate of the Quarter Q2, 2023, Walmart**
 - Recognized for exceptional teamwork, commitment to company goals, and commitment.
- 2023** **Making the Difference, Walmart**
 - Awarded cash price bonus of \$5000
- 2020** **Highest of the High5 Winner, Allstate Insurance**
 - Awarded cash price bonus of \$2,000 (Travel restriction due to COVID-19 Pandemic)
- 2017** **High5 Reach for the Stars Winner, Allstate Insurance**
 - Awarded trip to Maui, Hawaii, with a spouse for five days.
- 2016** **High5 Reach for the Stars Winner, Allstate Insurance**
 - Awarded trip to Washington, DC, with a spouse for five days.

📁 Professional Experience

Jan 2022 – present
Remote, IL, USA

Staff Product Manager, Walmart

- Led the launch of "Shopping & Delivery," a new gig-economy fulfillment channel for Walmart Last Mile Delivery. This innovative solution reduced delivery times, expanded customer order slots, and optimized operational costs, resulting in combined cost savings and revenue generation of **\$750M annually**.
- Shepherded "Batched Shopping & Delivery" from discovery to nationwide rollout across 4,500 stores, boosting driver utilization by 40% and tips by \$3 per batch, resulting in a \$7 cost reduction per order and **annual savings of \$300M**.
- Championed "Add Item Post Order Placement" for Walmart Ecommerce, enabling customers to add forgotten items, boosting average basket size, and contributing to a **\$400M+ annual GMV increase**.
- Developed and optimized live chat for Walmart Last Mile Delivery, resulting in a 10 bps NPS improvement and a **10% GMV increase**.
- Implemented and optimized machine learning algorithms for shopper batching, leading to a **25% increase in batched orders** (from 50% to 75%) and a **5% reduction in operational costs**.
- Launch 30-minute and late-night delivery SLAs for customers, **driving 10% increase in order volume**, enhancing customer convenience and achieving executive recognition by being featured in the **CEO's quarterly earnings report**.
- Spearheaded Drone Delivery Innovation and delivered a Minimum Viable Product (MVP) for Drone Delivery at 15 pilot stores with fast follow in 300 additional stores driving **10% additional order volume**.

Mar 2020 – Dec 2021
Remote, IL, USA

Principal Product Manager (Technical), Allstate Insurance

- **Architected & Launched "CollectiveNow" (Allstate):** White-label, crowd-sourced auto estimation platform slashing costs 67% (from \$54 to \$18 per estimate).
- **Streamlined Allstate Claims with "Photo Intake" (QFC):** Enabled customer photos (600k+ in first months), boosting efficiency & user adoption (6M+ images).
- **Developed "Liability Analysis Tool" (LAT):** Reduced auto liability claim settlement time by 90% (30 days to hours), improving customer satisfaction & saving Allstate costs.
- **Launched Allstate Sales Agent Gig Platform (6 Weeks):** Utilized agile methodologies for rapid scaling & user-centric approach.
- **Product Leadership & Vision:** Owned product roadmap, led cross-functional teams (engineering, design) to launch successful features aligned with KPIs & OKRs.
- **Championed User-Centric Design:** Conducted user research, A/B testing, prioritized customer needs for product strategy & user journeys (aligned with KPIs).
- **Empowered Product Team:** Mentored new PMs, facilitated product management training, and identified analytical gaps for improved user understanding (contributing to achieving product goals).

Oct 2018 – Mar 2020
Remote, IL, USA

Technical Product Manager, Allstate Insurance

- **Launched successful B2C SaaS products:** Owned product development and championed user needs for CollectiveNow (1,500 assessments, 60 active users) and Individual Agents (gig economy model for sales agent onboarding).
- **Drove user-centric product strategy:** Conducted user research, analyzed data, and monitored success metrics to inform product strategy and ensure user success.
- **Agile & collaborative product development:** Supported backlog management, participated in discovery phases, and collaborated with cross-functional teams to deliver products.
- **Enhanced monitoring & troubleshooting:** Established comprehensive monitoring and alerting systems to proactively identify and troubleshoot production issues.

May 2015 – Oct 2018
Northbrook, IL, USA

Sr. Software Engineer & DevOps, Allstate Insurance

- **Full lifecycle development:** Designed, coded, tested, and documented new features and enhancements using waterfall methodologies.
- **Automated operations & streamlined development:** Developed internal tools (version control, CI/CD pipelines) and implemented DevOps practices (Github, Jenkins, Octopus) to enhance efficiency and reduce deployment times by 40%.
- **Optimized release management:** Managed GitHub repositories, established CI/CD pipelines, and oversaw release management processes, leading to a 90% reduction in deployment time for agile projects.
- **Fostered collaboration:** Collaborated with cross-functional teams (development, QA) to ensure seamless integration of DevOps practices into the development lifecycle.

Education

May 2019 – Jun 2021
Addison, IL, USA

Master of Business Administration - MBA,
Keller Graduate School of Management of DeVry University 

Jan 2013 – May 2015
Dekalb, IL, USA

Bachelor's in Computer Science Enterprise Software, *Northern Illinois University *

Certificates

Product Leader Certificate (PLC) 
by Product School

Product Manager Certificate (PMC) 
by Product School

Senior Product Manager Certificate (SPMC) 
by Product School

Lean Software Development 
LinkedIn Learning Certification

Product Analytics Micro-Certification PAC
by Product School (Credential ID: cert_jmkrb7ln)

Microsoft Teams Essential Training
LinkedIn Learning Certification