Yatin Patel, MBA

Staff Product Manager | Sr. Manager

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🪪 Profile

A Senior Product Manager with 7+ years of technical product experience, developing strategic plans, leveraging user research and feedback, data-driven decision-making, and creative product development while supporting Users (UX), Technology, and Business. Efficient cross-functional partner, experienced in managing relationships with internal and external customer groups, vendors, and leadership to deliver best-in-class products for end consumers that solve customer and business problems.

🧠 Core Competencies

Agile Product Management | Collaboration | Data Analytics & Driven Decision | Negotiation & Decision Making

Product Mindset | Product/User Research | Stakeholder Management | Strategic Planning | Team Building & Culture

Technical Savvy | Product Roadmaps | Lean Product Mindset/Development

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🧩 Technical Skills and Tools/Softwares

Product Management Tools *(Pivotal Tracker, JIRA, VersionOne)*

Mural | FigJam | Miro *(Group collaboration tool to visually solve problems)* | **Design Tools** *(Sketch, Invision, Figma)*

Communication Tools *(Slack, MS Teams, Google Meet, Zoom, WebEx, etc...)*

Programming Languages *(C, C++, C#, Java, .NET, VB.NET, ASP.NET, HTML)*

Application Monitoring Tools *(DataDog, Dynatrace, Adobe Site Catalyst, Google Analytics, Pendo)*

MS Office Suite *(Word, Excel, PowerPoint, OneNote, Outlook, etc...)*

Product Analytics *(Tableau, Pendo.io, Google Analytics, Adobe Analytics, Looker, Google Data Studio)*

User Interface Driven Analytics *(Quantum Metrics, Mixpanel, Amplitude, Heap)*

Operating Systems *(Windows, MacOS, iOS, Android, Linux)*

Programming Tools *(Visual Studio, IntelliJ, Notepad++, GitHub, Jenkins, Octopus, Artifactory, Pivotal Cloud Foundry (PCF))*

Database *(mySQL, Oracle, MongoDB)* | **Languages** *(English, Gujarati, Hindi)*

📂 Products

Walmart Spark Shopper, *Gig Economy Shop & Deliver Product*
As a Staff Product Manager, I contribute to the problem inception, discovery, problem framing, defining, delivering, and managing the lifecycle of the Walmart Spark Shopper Product lifecycle.
- As part of the Walmart Spark Platform, we have introduced new offerings for gig economy workers who enjoy shopping and delivering for Walmart customers and other businesses instead of only curbside pick up and delivery. All you need to get started is a car and a smartphone.
- As an independent contractor, making money is simple with the Spark platform. Choose the offers you want to accept and earn each time you finish a delivery.

Walmart Drone/Bot Delivery, *Q-Commerce Last Mile Delivery Product*
As a Staff Product Manager, I led to building strategy and short, mid, and long-term roadmap for Q-Commerce Last-Mile Delivery using Drones/Bots. Q-commerce also referred to as quick commerce, is a type of e-commerce with an emphasis on quick deliveries, typically in less than an hour. Q-commerce originally started with the food delivery and still represents the most significant chunk of the business.

Photo Intake, *Quick Foto Claim*

As a Product Manager, I contributed to discovering, defining, delivering, and managing the lifecycle of the Photo Intake.

- We are modernizing the photo intake process for insurance claims handling with future growth and reusability of the product mindset.
- Our team delivered a Quick Foto Claim (QFC) product to accept photos from consumers when reporting a claim to process their claim much more efficiently than a manual assessment performed by a claim adjustor being sent to a customer's home/work.
- As of today (11/21), over 600k photo packages have been received through this platform and processed customers' claims to get them back on the road as quickly as the same day.

CollectiveNow, *Auto Estimation Crowd/Gig Economy Platform* 🔗

The latest technology stack and agile product mindset created a home-grown crowd (gig economy) auto estimating platform from recurring, onboarding, and writing of auto estimates in a matter of minutes. Additionally, the platform allowed intelligent user preference-based routing and cash using industry-standard Zelle integration.

- Our product provides a platform for consumers looking to make additional income from the knowledge and skill they have developed over their career of writing auto estimates without leaving their homes and making their schedules.

Allstate Sales Agent, *Sales Agent Crowd Platform* 🔗

The latest technology stack and agile product mindset created a home-grown crowd (gig economy) sales agent platform for recurring and onboarding.

- This product went from a thought to an MVP for test and learn in the first six weeks and continued to enhance in future iterations with real customer feedback.
- After the first nine months of being live in production, we had over 400K customers interested in this product.

Liability Analysis Tool (LAT), *Auto Accident Liability Analysis Platform*

As a Product Manager, I was responsible for discovering, defining, delivering, and managing the lifecycle of the Liability Analysis Tool.

- Our team created a one-stop-shop for auto liability determination tool used by over 2000 claims adjusters doing their daily work much more efficiently.
- This product helped reduce the claim settlement process time from, on avg, 30 days to a matter of hours, thus making the premium paying customer happy (by getting $ in their account) and saving $ for Allstate (win-win for both).

🎓 Education

Sep 2022 – Nov 2022 Online, IL, USA	**Senior Product Manager Certificate - SPMC,** *Product School* 🔗 • Completed an 8-week/16-session Senior Product Management Certificate cohort and learned the latest PM soft/technical skills and strategies. In this certificate course, we learned how to build digital products from end to end and lead cross-functional teams.
Oct 2021 – Jan 2022 Online, IL, USA	**Product Manager Certificate - PMC,** *Product School* 🔗 • Completed an 8-week/16-session Product Management Certificate cohort and learned the latest PM soft/technical skills and strategies. In this certificate course, we learned how to build digital products from end to end and lead cross-functional teams.
May 2019 – Jun 2021 Addision, 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* 🔗
Aug 2010 – Dec 2012 Elgin, IL, USA	**Associates in Science,** *Elgin Community College* 🔗

🧳 Professional Experience

Jan 2022 – present Remote, IL, USA	**Staff Product Manager | Sr. Manager,** *Walmart* As a Staff Product Manager, my role is a critical role in shaping the customer experience for omnichannel shoppers across the world. As part of the Last-Mile Delivery (LMD) Product Strategy Org, I am responsible for defining customers' future ways of getting their orders delivered as quickly as less than 30 minutes as well as efficiently using technologies like Autonomous Vehicles, Drones, Bots, etc... • Defining vision and strategies for your product family, using domain expertise, internal and external best practices, identifying market opportunities, building business cases, and defining objectives and key results

- Developing and enhancing products – I manage product roadmaps, align business and technical needs, analyze customer and product data, turn customer insights into actionable initiatives, determine rollout strategy, and manage risks.
- Building collaborative relationships with key partners to build roadmaps and work closely with engineering to strike a balance between features and tech debt.
- Conducting industry and competitive analysis to understand new technology offerings and tradeoffs.
- Bringing passion to ideate, plan, and execute on large initiatives that require alignment and drive across multiple stakeholders and organizations.
- Being a product champion, participating in, and contributing to, various product forums to share knowledge and build best practices.

Mar 2021 – Dec 2021
Remote, IL, USA

Principal Product Manager (Technical), *Allstate Insurance* 🔗

As a Principal Product Manager, I am responsible for delivering a product vision and shaping the future of Product Management for the Product Manager community in our department for growth and development.

- Led a team of engineers, designers, and stakeholders for the Photo Intake (QFC) product to collect customer accident photos for claims handling purposes to streamline and help get customers back on the road quickly. This product is currently live and has surpassed over 500k packaged, adding over 6 million images collected using this product and growing.
- Identified gaps in the Adobe Site Catalyst analytics and led the build of features across engineering and design, which led to a better understanding of user needs and future product backlog(s).
- Led a team of 4 to 6 full-time employees and two contractors and formed strong relationships with stakeholders.
- We designed and implemented an A/B experiment for our product (Individual Sale Agent) to improve the conversation rate by 10% and reduce the dropoff rate through the onboarding process of these gig economy agents.
- Created and facilitated eight weeks of cohort Product Management hands-on training for new PMs in the Claims Department.
- Managed cross-functional team and stakeholder communication and oversaw product development from inception to implementation.
- Engage in discovery/test & learn activities to quickly validate assumptions and product direction.
- Use customer feedback, detailed market analysis, and data gathering to provide insight on decisions about product strategy.
- Provide input on decomposing complex problems into smaller manageable tasks for the creation of a backlog, managed by the Product team
- Monitor the success of your efforts through provided metrics (KPIs/OKRs) to inform the overall product strategy and future backlog items.
- Represent the "voice of the customer"; invest significant time with current and potential customers to understand their needs and habits through constant customer feedback and research.

Oct 2018 – Mar 2021
Remote, IL, USA

Technical Product Manager, *Allstate Insurance* 🔗

- Led the development of a new B2C SaaS gig economy product (CollectiveNow) to enable auto adjusters to write auto estimates without leaving the comfort of their home, which grew to 1,500 assessments completed through this platform with 60 active users in the first year.
- Led the development of a new B2C SaaS product (Individual Agents) to enable licensed sales agents to onboard using the gig economy sales model.
- Represent the "voice of the customer"; invest significant time with current and potential customers to understand their needs and habits.
- Contribute towards creating the product strategy for one product in our growing digital product portfolio.
- Use customer feedback, detailed market analysis, and data gathering to provide insight on decisions about product strategy.
- Monitor the success of your efforts through provided metrics to inform the overall product strategy.
- Engage in discovery/test & learn activities to validate assumptions and product direction quickly
- Provide input on decomposing complex problems into smaller manageable tasks for the creation of a backlog, managed by the Product team
- Assist with managing the product backlog and contribute towards creating a compelling vision.

Feb 2017 – Oct 2018
Northbrook, IL, USA

Sr. Software Engineer & DevOps, *Allstate Insurance* 🔗
Built internal tools to automate and orchestrate across version control systems, continuous integration servers, monitoring tools, collaboration tools, and documentation tools.

- Support all DevOps tools and functions including Github, Jenkins, and Octopus.
- Manage release management, including running deployment calls and providing application validation support.
- Managed GitHub repositories and permissions, including branching and tagging strategy.
- Create and maintain fully automated CI/CD pipelines for code deployment using Octopus Deploy.
- Maintain build profiles in Team Foundation Server/GitHub and Jenkins for CI/CD pipeline.
- Automated build and deployment using Jenkins to reduce human error and speed up production processes.
- Using Jenkins and Octopus tools to decrease release times by 40%.
- Reduced deployment time for critical agile project infrastructure from ~10hr to 15min per application.

May 2015 – Feb 2017
Northbrook, IL, USA

Software Engineer, *Allstate Insurance* 🔗

- Design, code, test, and document changes for new functionality and enhancements with the following waterfall methodologies.
- Manage release management, including running deployment calls and providing application validation support.
- Understand how existing and new applications function
- Interact with project managers and attend project meetings Communicate with external vendors
- Redesign pages of the Allstate intranet site and test pages for accuracy
- Modify or add logic to screens within an existing application
- Provide on-call support for applications hosted in a production environment

🎖 Awards

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.

📑 Certificates

Product Manager Certificate (PMC) 🔗
by Product School

Senior Product Manager Certificate (SPMC) 🔗
by Product School

Product Analytics Micro-Certification PAC
by Product School (Credential ID: cert_jmkrb7In)

Lean Software Development 🔗
LinkedIn Learning Certification

Microsoft Teams Essential Training
LinkedIn Learning Certification