Contact

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www.linkedin.com/in/spandanakintali (LinkedIn)

Top Skills

Product Management
Customer Experience
Strategy

Languages

Hindi (Professional Working)
English (Professional Working)
Telugu (Native or Bilingual)

Honors-Awards

Employee of the Month
Employee of the Month
University Topper

Spandana Kintali

Sr. Product Manager, ServiceNow | ISB | Ex - Oracle, OpenText
Hyderabad, Telangana, India

Summary

Passionate about building enterprise products that help businesses execute processes through intuitive and easy to use interfaces . Highly motivated product manager with business acumen and experience in product life-cycle, product positioning, user experience, product marketing and strategy and product development.

Experience

ServiceNow
Senior Product Manager
November 2021 - Present (4 years 10 months)
India

Zenoti
Senior Product Manager
April 2021 - October 2021 (7 months)
Hyderabad, Telangana, India

Built a SaaS product that helps small businesses in the beauty & wellness industry to manage their day-to-day operations

• Conceptualised & implemented the product flows to support customer sign up to on-boarding across iOS & Web for the MVP launch
• Created KPIs for the product & developed dashboards to actively track user metrics from acquisition, engagement to retention
• Devised and implemented the user communication strategy which helped to reduce the sign up abandonment rate by 20%
• Collaborated with 2 product teams, UX & VISD and cross functional teams - marketing and sales for the product launch

OpenText
Product Manager
May 2019 - April 2021 (2 years)
Hyderabad Area, India

---> Launched a solution accelerator, Event Action Center that executes actions based on events triggered from leading systems & offers 3 out of the box integrations

• Led a team of 8 to productise the feature sets across multiple releases by practicing Agile methodologies.

• Collaborated with UX and VISD to build an intuitive solution for Rule editors and Action plan editors.

---> Conceptualised a solution for Onboarding the prospective employees of clients using Enterprise Content Management platform.

• Devised GTM strategy to acquire customers that heavily depend on capture solutions to process the information/data received from different users

• Integrated multiple in house offerings and facilitated cross selling opportunities for the Global Sales team.

---> Managed the product roadmap for enterprise collaboration features in Content Suite platform across 2 major releases

• Led a team of 6 to deliver features, potential escalations leading to customer retention & renewal of premium customer licenses.

Oracle

3 years 8 months

Applications Developer II

December 2015 - February 2018 (2 years 3 months)

Hyderabad Area, India

With an experience of 1 year at Oracle, I got promoted to the next level which involved the following responsibilities:

- Designed an innovative tool to automate the Database Management activities required for handling critical issues.
- Led a team of 4 people to develop the tool which is now used across the organisation by multiple products.
- Automating the entire database activities has reduced the efforts of the team by 70% to maintain highly confidential data of customers.
- Developed new features for the product Primavera Unifier.
- Collaborated with teams across globe using Scrum Methodology to develop the features of the product.

I was awarded the " Employee of the Month " for the initiative of developing a tool which lead to increased productivity.

Applications Developer

July 2014 - November 2015 (1 year 5 months)

Hyderabad Area, India

I worked on Product Development for Construction and Engineering Global Business Unit at Oracle, Hyderabad. My responsibilities included :
- Worked on various functionalities of a product Primavera Unifier (scalable cloud- based Project Life Cycle Management Solution).
- Worked on highly critical issues, debugging and delivering code fixes.
- Worked on Database Management related activities such as designing server architecture to host customer databases, developing secured systems to maintain data.

I was awarded "Employee of the Month" for handling escalations and delivering fixes on time.

ECIL-Rapiscan Limited
Project Trainee
June 2012 - July 2012 (2 months)
Hyderabad Area, India

Industrial (Implant) Training for a period of 1 month on Java Application Development.

Education

Indian School of Business
PGP - Co'19, Specialization: Strategy & Leadership, Marketing · (2018 - 2019)

Amrita Vishwa Vidyapeetham
B-Tech, Computer Science · (2010 - 2014)