

SUBJECT: Product Innovation Enthusiast

As a technical expert with the statistical acumen and business sense to drive product and profit goals and strategies for a gigantic consulting firm, a technology household name, a financial powerhouse and a basement-based startup, I not only know how to innovate, but I know how to unite experts and amateurs across functions to develop software and systems that forever change the way business is done.

After taking some time for the most important job in the world, raising my son, I'm back on the market and ready to dazzle your company and clients with:

>>The mathematical and statistical savvy I gained completing my master's degree earlier this year.

>>A dedication to user experience that has garnered multiple awards throughout my career.

>>The finesse to influence, empower and keep project members focused on the big picture.

>>The product innovation knowhow to design and develop patent-earning solutions.

I'm confident that my pioneering spirit and my constant looking ahead to create solutions that solve future demand will be a true asset to your company and the customers you serve. I will follow up next week to coordinate a time to learn more about your product innovation role.

Sincerely,

Manjula "Jules" Singh, MS

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Manjula Singh

HEADLINE

Technical Visionary + Product Innovation Enthusiast = Patented Software Designer & Developer

PROFILE SUMMARY

Technical Strategy Mastermind with a Master's in Mathematics
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11+ years of technical know-how and leadership—combined with a bent for envisioning and building first-of-their-kind solutions that enhance the user experience—have led to:

- ▶ one patent
- ▶ multiple industry awards
- ▶ team member, employer, and customer appreciation and glee
- ▶ a burning desire to play a major part in creating the next big innovation

As a technical expert with the statistical acumen and business sense to drive product and profit goals and strategies for:

- ▶ a financial powerhouse
- ▶ a gigantic consulting firm
- ▶ a basement-based startup
- ▶ a technology household name

...I not only know how to innovate, but I know how to unite experts and amateurs across functions to develop software and systems that forever change the way business is done.

As a champion of the user experience, I've worn many hats during my career, including:

VP of Engineering • CTO • Tech Startup Co-Founder
Interface Specialist • Programmer Analyst • Customer Analyst
Program & Database Performance Analyst • Senior Software Architect • Consultant

My pioneering spirit and constant looking ahead have helped me create solutions that answered immediate needs and future demands for employers and clients:

DOD • Caltech • Lotus • McAfee • BASF • Oracle • Citibank
Proctor & Gamble • The City of Boston • Cisco • Ericsson • IBM
Lowes • Priceline.com • Fidelity Investments • Duke Energy • HP

After taking some time for the most important job in the world, raising my son, I'm ready to help you increase productivity and gain market share while wowing your end users.

I get my kicks through:

- Application Design, Development & Integration
- Advanced Mathematical Modeling & Analysis
- Consumer-Facing Algorithms & Applications
- Database, Software & System Optimization
- Technical & Analytical Team Leadership
- Cross-Functional Team Unification
- Project Management & Motivation

EDUCATION

University of Denver

Master of Science (MS) in Mathematics

2012 – 2015

Thesis: Social Trends and PageRank

Summary: With personal preferences and social trends influencing content consumption and online shopping across markets and business segments, explored how Google's PageRank, an algorithm used to rank web content in Google's search engine results, can be applied to compute personal use and social trends within any multiple domain network.

Activities and Societies: Collaborated with exceptional professors and students within the Department of Mathematics and Statistics.

SKILLS

IT Solutions, Software Design, Software Development, Cross-functional Team Leadership, Product Innovation, Big-picture Thinking, Customer Engagement, Mathematical Modeling, Algorithm Optimization, Product Design, Product Management, Software Project Management, Cross-platform Development, Software Patents, Award Winner, Mathematical Analysis, Computational Mathematics, Social Trends, Software Solutions, Technology Integration, Information Technology, User Experience Design, Market Research, Mathematical Programming, Algorithm Analysis, CRM Databases, Oracle Applications, Oracle CRM, Data Modeling, Object Oriented Design, Relational Databases, Relational Data Modeling, Requirements Analysis, Microsoft Technologies, HTML, 4GL, Java, DB2, Unix, Windows Server, Oracle, SQL, C++, C#, JavaScript, MySQL, Python, Hadoop

PROJECTS

Interact & InteractPro

Saw the need, so created the original chat-based customer service tool, Interact, followed by InteractPro.

► HTML and HTTPS-based programs enhanced team communication for customers like the DOD, Caltech, Lotus, Cisco, McAfee, and BASF; enabled clients to keep customers on their website by providing visitors one-click access to customer service; and earned status as a Lotus Beacon Award finalist.

@Now Service Center

Led a team of 35+ engineers to build the evolution of Interact, a Java-based, SSL-secure, Omni channel customer service platform known as @Now Service Center.

► Patented customer engagement optimization/CRM solution introduced retailers to the benefits of profiling their online shoppers and enabled clients like Priceline.com, Lowes.com, Avon.com, and Citibank.com to profit from customer interactions being queried across channels.

TeamTalk (IBM Notes' predecessor)

Designed and developed a product that quickly gained market traction, TeamTalk (IBM Notes' predecessor). Solution engaged Lotus Notes newbies through an entertainment-based training experience and earned a Lotus Pioneer Award before being purchased by Lotus Notes.

- ▶ Worked side-by-side with one other engineer to build TeamTalk into a collaborative, customizable training software and program integrated by customers like Cisco, Ericsson, and BASF.

Fidelity Investments - Mutual Fund Group's Database

Motivated robust data modeling during year-long role as integration go-to and liaison for 85+ pros across 8+ groups to meet Mutual Fund team's new system achieved objective of enabling traders realtime data access.

- ▶ Fostered a culture that encouraged groups to think and act big picture, dissolve group boundaries, think beyond unit-specific project contributions, and feel empowered by sharing expertise.
- ▶ Coordinated system design and evangelized database transformation using 4GL, object-oriented, and relational techniques while unifying the efforts of teams performing the business analysis, research, engineering, data architecture, testing, quality, performance, documentation, and training project components.
- ▶ Advocated and implemented steps to maintain data flexibility while leading interface meetings and simulations.

Integrated Standard Banking System (ISBS)

Dedicated 2 years to working with a team of 30+ database, interface, QA and testing pros, creating a robust front end for the Integrated Standard Banking System (ISBS) project, a technology that transformed the way banks did business.

- ▶ Extremely proud contributor to ISBS's flexible architecture and ease of use, as the technology soon became renowned as the most widely deployed branch automation product in the Indian banking industry.
- ▶ Converted notes and conversations into flow charts and data fields, communicated data requirements, wrote program components, and linked to Oracle.

PATENTS

Live Chat Customer Service Solution

United States Owned by former employer
Issued

Created patented live chat technology before using it as the basis for the complete customer engagement optimization/CRM solution, @Now Service Center.

HONORS & AWARDS

Pioneer Award

Lotus

Led design and development of software solution, training program and Lotus Pioneer Award winner, TeamTalk (IBM Notes' predecessor).

Beacon Award Finalist

Lotus

Earned Lotus Beacon Award finalist status by creating the original chat-based customer service tool, Collaborate, followed by CollaboratePro.

VOLUNTEER EXPERIENCE & CAUSES

Volunteer

Denver Rescue Mission

2011 – Present | Poverty Alleviation

In addition to providing hot meals, safe shelter, showers and clean clothing to Denver's homeless population, DRM provides me with the opportunity to volunteer alongside my teenage son, to show him the importance of giving back.

Supporter

The Humane Society of the United States

2009 – Present | Animal Welfare

As the happy owner of 2 dogs, I proudly support an organization that promotes animal welfare and rights.

ADDITIONAL INFO

Advice for Contacting Manjula

Email me if you know of any great opportunities for a math and tech geek like me - statisticianMS@gmail.com