AYESHA KHAN

Associate Product Manager

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SUMMARY

Four years in banking operations, now moving into product. Spent the last two years as the business owner on a digital lending rollout - writing requirements, testing releases and training branch users. That work was product management in everything but title.

EXPERIENCE

Deputy Manager, Operations - Meridian Bank Jul 2022 - Present

Mumbai

- Business owner for the digital personal-loan journey used across 60 branches.
- Wrote requirements and user stories for 3 major releases in partnership with the technology team and an external vendor.
- Ran UAT for each release - 120+ test cases per cycle - and signed off go/no-go.
- Analysed drop-off in the online application funnel; identified that the income-document step caused most abandonment and pushed a change that reduced it.
- Trained 60 branch users across 4 regions on the new journey; wrote the user guide and FAQ myself.
- Coordinated between operations, risk, compliance and technology on every release.

Officer, Retail Operations - Meridian Bank Jun 2021 - Jun 2022

Mumbai

- Processed and verified retail loan applications; handled about 90 files a month.
- Documented the manual exception-handling process that later informed the automation scope.

PRODUCT LEARNING

Product Management Certification & Case Portfolio Completed Jan 2026

- Completed a structured product management programme covering discovery, prioritisation and metrics.
- Wrote 3 teardown case studies of Indian fintech apps, each with a prioritised improvement backlog; published on LinkedIn.

SKILLS

Product requirement writing, user stories, UAT, funnel analysis, stakeholder management, vendor coordination

Domain retail lending, digital onboarding, banking operations, risk and compliance interfaces

Tools Jira, Confluence, Excel, SQL (basic)

EDUCATION

MBA (Finance) - NMIMS Mumbai, 2021

B.Com - University of Mumbai, 2019

SPECIMEN — ResumeHub. A fictional composite written to show this template finished. Copy the structure and the shape of the sentences, never the facts. The editable .docx sits beside this file.