

Heema Patel

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PROFESSIONAL SUMMARY

Experienced Program Owner with 5+ years in program leadership, **capacity building**, and cross-cultural engagement. Skilled in **managing program** logistics, **financial disbursements**, and **finance**-related reporting, while fostering **collaboration**. Proficient in **MS Office**, **SharePoint**, and reporting tools, with strong **finance management** expertise. Committed to driving success through seamless program execution, **financial** oversight, and compliance.

KEY SKILLS

- Strong Organizational Skills
- Budgeting & Cost Control
- Cross-functional Collaboration
- Critical Thinking & Problem-Solving
- Documentation & Reporting
- Highly Organized & Detail-Oriented
- Client Communication & Action Plans

CERTIFICATIONS

- IBM AI Product Manager Professional (Pursuing)
- IBM AI Product Owner (Pursuing)
- Google UX Design foundation (Pursuing)
- Agile, DevOps, Cloud foundation (Pursuing)
- Certified Scrum Master from Scrum Alliance
- Google Project Management Certification from Google
- Jira Certified
- Agile Certified Practitioner
- Gen AI for Project Managers by Google

TOOLS AND SOFTWARE

- Project Management Tools: Jira, Trello, Asana, SmartSheets
- Collaboration Tools: Microsoft Teams, Google Workspace
- Documentation: Microsoft Office Suite (Excel, Word, PowerPoint), Google Docs, Google Sheets, Microsoft Project
- Communication Tools: Outlook

PROFESSIONAL EXPERIENCE

Product Owner

Mar 2024 - Present

Sports Excitement LLC | New York, USA

- Manage financial disbursements, tracking and optimizing budgets, and ensuring timely and accurate financial reporting for product initiatives.
- Organize and optimize data collection processes, utilizing Microsoft products and SharePoint for tracking, reporting, and effective decision-making.
- Lead product lifecycle from ideation to execution, ensuring seamless program implementation, operational support, and compliance with regulations.

Regional Program Manager

07/2019 – 09/2023

Pride distributors (P&G India) | Nagpur, India

(Pride Distributors, the sole distributor of P&G in Vidarbha and Indore, operates across 27 districts with 900+ staff. Partnerships with global FMCG giants like Nestle and Marico underscore its commitment to excellence in supply chain services.)

- Supervisory role in managing admissions for over 200 daily wage sales professionals, overseeing procurement of materials for the program, and ensuring accurate financial reporting, leading to a 15% improvement in program efficiency.
- Managed simultaneous non-profit D2C programs across multiple locations, overseeing a team of 120+ professionals daily while providing backend technical support and addressing on ground problems.
- Supervised hospitality services for program scholars, ensuring smooth operations and timely assistance with travel, accommodation, and emergency support.
- Streamlined program implementation, providing technical assistance and operational support, including travel arrangements for 100+ staff, boosting efficiency by 20%.

Program Manager (D2C Project)

01/2019 - 06/2019

Pride distributors (P&G India), Nagpur, India

- Managed budgets and worked on conducting research and for 12+ programs, ensuring efficient financial tracking and resource allocation, leading to a 10% cost reduction.
- Organized financial resources and capacity building activities for 12+ programs running simultaneously, improving operational support by 8% and ensuring compliance with budget constraints.
- Led the digitization of 12+ campaigns, streamlining data collection and improving reporting accuracy by 21%.
- Demonstrated strong ability to organize project data and manage financial claim trackers using Microsoft products, improving team efficiency by 15%.

EDUCATION

US equivalent Master of Business Administration (HR & Operations Management), 2018

GPA – 3.55

US equivalent Bachelor of Engineering (Computer Science), 2014

GPA – 2.78