

SAYAKA SINGH

7+ Years in Software Development | Product Development & SaaS

sayakasingh21@gmail.com | +91-6393276773

LinkedIn: [sayaka-singh](#)

CORE COMPETENCIES

- **Product Management:** Product Roadmapping, PRD Creation, Backlog Prioritization, Sprint Planning, Agile/Scrum, User Research, KPI Tracking
- **Technical Fluency:** RESTful APIs, SaaS Architecture, AWS, MySQL, React, Laravel, Node.js, PHP
- **Cross-functional Leadership:** Stakeholder Management, Engineering Collaboration, Vendor & Partner Integration, Product Demos, Documentation
- **Analytics & Tools:** Google Analytics, Notion, Miro

PROFESSIONAL EXPERIENCE

AIRSON TELECOM SOLUTIONS | Senior Developer(Product Operations)

Jaipur | Sept 2022 – Present

- Acted as Product Owner for telecom SaaS modules, defining and executing product roadmaps aligned with customer needs and business KPIs.
- Collaborated with Engineering, Product, and Customer Success to translate business requirements into actionable PRDs and user stories
- Spearheaded **third-party API integrations**, enhancing interoperability and expanding platform capabilities.

UNFOLDU ONLINE SOLUTIONS | PHP Developer

Mohali | March 2020 – May 2022

- Designed and delivered core platform features for a high-traffic EdTech SaaS, improving performance and scalability.
- Partnered with the product team to optimize performance and content delivery, reducing latency by 25%.
- Participated in sprint planning and backlog grooming, ensuring timely delivery of business-critical releases.

TECHOPTIMS SMART WEB | PHP Developer Trainee

Lucknow | Feb 2018 – Feb 2020

- Developed and maintained responsive, data-driven web applications for diverse clients.
- Created RESTful APIs and improved UI flows based on stakeholder feedback.
- Learned foundational concepts of user experience and feature planning through client interactions.
- Collaborated with clients to capture feedback and iterate on product usability and performance.

PRODUCT INITIATIVES

- Defined early-stage PRDs and feature roadmaps for telecom SaaS products tied to revenue and engagement metrics.
- Conducted user feedback sessions and translated findings into backlog priorities.
- Partnered with vendors for API documentation and third-party integrations to support scalability and interoperability.

PROJECTS

Airphone | React | MySQL | Node.js

- Designed the feature roadmap and collaborated on scalable architecture for telecom communication tools.
- Analyzed adoption metrics to guide product improvements and enhance retention.
- Led QA and iteration processes, ensuring fast delivery of high-quality features.

IVR 24 | Laravel | MySQL | JavaScript | Node.js

- Developed a system to manage inbound and outbound calls and monitor live call events.
- Enabled call reporting and device management through a scalable architecture.

KCRM | Laravel | MySQL | JavaScript | jQuery

- Created a customer and ticket management system with automated lead tracking and reporting.
- Implemented third-party API integration for external service connectivity.

CRM24 | CodeIgniter | MySQL | JavaScript | JQuery

- Built a content management system handling customer data, call reports, and lead management.
 - Integrated social media lead capturing and SMS templates for streamlined communication.
-

EDUCATION

AKTU Lucknow

B.Tech in Computer Science & Engineering

Govt Girls Polytechnic, Varanasi

Diploma in Information Technology (3 Years)

CERTIFICATIONS

- **Product Management | IBM** – Product Lifecycle, Customer Research & Strategy
- **Data Science Basics | Great Learning**
- **Six Month Apprenticeship Training | Softpro India Computer Technology**