

# Ganan Sivagnanenthirarajah

Technical Product Manager

## Profile

Innovative technical product leader with a computer science background. Recognized for creatively architecting and launching Lifion's Unified Messaging System to create scalable user notifications and improve client sentiment scores by 10% for 70k users.

## Education

**Bachelor of Applied Science, Honours Electrical Engineering - Co-operative Program (BASc), University of Waterloo**

September 2017 — April 2022

## Work Experience

**Technical Product Manager at Lifion by ADP, New York City** 

August 2022 — September 2023

- Improved client sentiment scores **by 10% for 20k daily active users** after building, testing & strategically releasing Lifion's Unified Messaging System to synchronize real-time messages between internal & external application integrations.
- Achieved application's **SOC compliance** by implementing user provisioning & reporting tools for Lifion's low-code version control system (Lifion Git).
- Reduced pull request (PR) time **by 30%** after revitalizing code management tools for Lifion Git while engaging with **over 300 internal stakeholders**.
- Led 2 engineering teams (10 developers) & increased team velocity through effective communication of requirements, leveraging tools like **Figma & Miro** while taking initiative organizing team social events.

**Technical Product Owner Intern at Lifion by ADP, Remote** 

January 2021 — April 2021

- Modernized mobile search with cross-functional teams to reduce user taps from **4 to 1** by unifying a segmented categorical search & adding **ML** suggestions.
- Increased release quality **by 15%** after designing automated tests & deploying **Pendo Analytics** to track user journeys from **over 10k daily active users**.

**Technical Product Owner Intern at Lifion by ADP, Remote** 

June 2020 — September 2020

- Slashed configuration time **by 90%** after redesigning UI & releasing features like cURL support & Swagger Docs to connect outbound **REST** configurations in Lifion's low code metadata driven platform (PaaS) to build B2B HR solutions.
- Prioritized **over 150 user stories** after collaborating with stakeholders to create a product roadmap, objective key results, KPIs & technical product documentation.

**Mobile Engineer Intern at Carfax Canada, Waterloo** 

September 2019 — December 2019

- Prototyped an iOS app in **Swift** that provided real-time & historic insights about a user's car & driving habits with an **IoT device** in a start-up lab.
- Initiated & implemented key features such as Distracted Driving, Live Maps, Service Records, Trip History & Rewards by leveraging several **APIs**.
- Improved application load times **by 80%** leveraging **Firestore & Core Data** to overhaul user data management for a minimum viable product (MVP).
- Other technologies involved: Core Location, Core Motion, Google Maps SDK, Spotify SDK, Alamofire, Heroku, InVision & Sketch

**Software Developer Intern at Nielsen, Markham**

January 2019 — April 2019

- Eliminated manual labor by developing an application in **Python** to recognize products in consumer flyers using **Selenium, OpenCV, OCR & machine learning**.

**Web Developer Intern at City of Toronto, Toronto**

May 2018 — August 2018

- Increased efficiency **by 60%** after programming a web-based digital ticketing system for internal forms with custom validations & email reminders using an **HTML, CSS, JavaScript, PHP, MySQL & PowerShell** tech stack.

## Details

Location: Toronto, Canada

Phone: 201-381-8056

Email: [ganan.jobs@gmail.com](mailto:ganan.jobs@gmail.com)

## Links

[ganans.ca](http://ganans.ca)

[linkedin.com/in/sganan](https://linkedin.com/in/sganan)


## Technologies

Jira, Confluence, Figma, Miro, Pendo, Datadog, Kibana, Postman, Insomnia, Firebase, Git, SQL, MySQL, Swift, JavaScript, Java, C++, C, Python, HTML, CSS, PHP, Firebase, Google Workspace, Microsoft Office

## Competencies

Agile Software Methodology, Scrum, Waterfall, Kanban, Product Development, Project Management, SaaS, Wireframing, UX Design, API Design, Analysis, User Interviews, Customer Service, Product Vision, A/B Testing, Technical Documentation

## Projects


**Smart Gym (2021-2022)** 

Awarded University of Waterloo Engineering's monetary prize for Best Device for Physical Exercise from 70 final year design projects. A mobile & hardware application to analyze exercise form, manage routines & address injury risks.

**Food Recall (2021)**

Developed an Android app to manage inventory of groceries & expiry dates using a repository style architecture in Java.

## Volunteering

**FIRST Robotics (2017-Present)** 

Former president & founder of FRC Team 6632. Now mentor for high school students building go-cart sized robots.