

SIMRAN BAHL

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Portfolio: simranbahl.com

Summary

- Aspiring Product Manager with experience in user research, product strategy, and 0 to 1 building across Volley, SeatGeek, and Projects
- 3+ years of experience in GTM and Revenue Operations, partnering closely with Product, Engineering, and Payments teams
- Skilled in using AI tools like Claude, ChatGPT, Perplexity, and Gamma for product ideation, prototyping, and workflow design

Experience

Volley | Product Strategy MBA Practicum Student Feb 2026 - Present Santa Clara, California

- Evaluated a free booking platform strategy to attract users and capture player data, including assessing build vs. buy tradeoffs
- Conducted 25+ interviews with players, coaches, and parents to help Volley prioritize baseball, softball, and racquet sports expansion opportunities for their robot over soccer, volleyball, and lacrosse

SeatGeek | Operations Analyst Jan 2022 - Oct 2024 New York, US (Remote)

- Diagnosed site timeout issues causing duplicate purchase friction at checkout; partnered with Engineering to ship safeguards
- Built automated detection and dispute workflows on Rufus to surface broken transactions; recovered \$8M+ in revenue
- Owned weekly chargeback root-cause analysis (80%+ of non-fraud cases); defined performance KPIs and partnered with Product and Risk on initiatives that reduced chargebacks by 30%
- Partnered with Payments and Risk to redesign dispute workflows in Chargehound, automating responses and lifting recovery rates while cutting manual processing time
- Diagnosed fulfillment failures in inventory and cancellation logic; partnered with Engineering to prioritize fixes that improved platform reliability and reduced user-impacting incidents
- Led on-site fulfillment for Super Bowl, Coachella, and Masters; managed \$100K+ budgets across 8+ teams

SeatGeek | Revenue Operations Coordinator Jun 2021 - Dec 2021 New York, US (Remote)

- Built Looker dashboards for Comedy and WWE verticals; enabled Sales and Account Management leads to track KPIs and inform GTM decisions
- Identified \$17,880 in incorrectly disputed GTV through fraud pattern analysis; built preventative controls that reduced repeat chargebacks

Projects

NextShift | AI-Powered Career GPS for hourly workers Feb 2026 - Present

- Built a cross-platform mobile application using Claude in React Native, allowing workers and businesses to sign up
- Conducted user interviews with hourly workers to identify pain points, validate product ideas, and inform feature development
- Finalist in the Santa Clara University business pitch competition

Product Tear Downs Jan 2026 - Present

- Analyzed OpenAI's enterprise adoption gap and designed a 3-layer GTM strategy against Anthropic and Google
- Envisioned "Smart Tasks", an AI-powered Siri concept for multi-step, context-aware task execution across apps
- Evaluated Stack Overflow's position in the AI era and proposed AI-assisted debugging and trust-based product strategies
- Analyzed Alexa's shift from "voice assistant" to home intelligence platform, identifying retention and monetization gaps
- Analyzed Stanley's growth strategy, identifying how design, scarcity, and socially driven demand fueled breakout adoption

Internships

Communitech | Research and Strategy Intern Jan 2021 - May 2021

- Developed business model and performance frameworks to clarify product team roles, accountability, and outputs; improved leadership visibility into roadmap alignment

Global Unified Solution Services | Financial Analyst Intern May 2018 - Aug 2018

- Managed 50+ client accounts in Salesforce; streamlined payroll and expense processes in QuickBooks to improve financial accuracy

Education

Santa Clara University | Master of Business Administration, STEM Concentration | **GPA: 3.87** Expected 06/2027

Wilfrid Laurier University | Honours Bachelor of Arts in Political Science Graduated 12/2021

Skills

Software | SQL, Looker, Tableau, Excel, PowerPoint, Claude, Jira, Notion, Asana, Amplitude

Methods | Customer interviews, A/B testing, Competitive analysis, Market sizing, GTM strategy, Positioning & messaging