Roma Mishra

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Summary

Impact-driven professional with a strong tech background and 7+ years of experience building enterprise-scale B2B solutions in the hospitality domain. Proven track record in driving global product rollouts, leading cross-functional teams, and delivering secure, high-impact applications. Adept at aligning technical execution with business goals to improve efficiency, client trust, and global product adoption across thousands of sites.

Professional Experience

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• Spearheaded global rollout of a hospitality management interface across 3,500+ international properties, enabling personalized guest recommendations that drove 100K+ new customer transactions and reduced billing disputes by 10% within six months.

• Designed, built, and deployed a security application integrated into a B2B hospitality tech product, improving the product's overall security rating from *CRITICAL* to *LOW* and safeguarding 330K+ global client systems from potential breaches.

• Orchestrated 48-hour on-site global deployment of an enterprise application at Marriott's Hyderabad hub, resolving real-time crisis issues to ensure seamless onboarding under strict timelines. This successful launch enabled application adoption across 1,600+ sites in 70 countries.

• Led stakeholder engagement across a 15-member global team spread across 4 countries, including PMs, client leads and engineers, owned communication and alignment to drive hospitality strategies.

• Developed and integrated a tax configuration system for Australian clients into the enterprise platform, simplifying tax calculation overhead and resulting in 50K+ additional orders through improved outlet efficiency.

• Owned requirement management for high-priority accounts such as Starbucks and HMSHost, streamlining resolution of 50+ cross-system issues by coordinating across engineering, support, and product teams, ensuring business continuity and reinforcing client trust.

• Devised robust solutions to streamline petty cash inventory reporting, resolving in transaction mismatches across 38K+ global stores, improving financial transparency and trust.

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• Identified and resolved high-priority tax processing issues in the transaction system across 150+ global stores while ensuring GDPR compliance.

• Initiated audit to identify underused hardware assets and repurposed them into kiosk systems, saving ~$15K and improving resource efficiency.

• Proactively handled 2,000+ security concerns raised by security firms in our product design, ensuring industry standard security for our systems and resolving data breach concerns of our clients.

• Led sprint planning and agile execution for an 8-member team while mentoring peers and acting as POC for cross-functional teams, improving adoption time of new features by 20% and enabling delivery of high-priority modules 15% ahead of schedule.

Education

B.E (Computer Science) – *Birla Institute of Technology* | *Mesra, Ranchi*

Accomplishments and Awards

• Awarded Entry Scholarship among 157 candidates for PGPX 2025-26

• Won Oracle's annual Hackathon 2021 among 50 teams for development of food ordering chatbot, enabling self-order by guests and reducing human resource requirement on site leading to faster turn around time to guests reducing check open-to-close time by 15%.

• Awarded a scholarship for higher education under Innovation in Science Pursuit for Inspired Research (INSPIRE) by the Govt of Maharashtra by virtue of performance within top 1% in class XII board examinations.

• Achieved the highest grade in the Maharashtra Intermediate Drawing Exam conducted by The Maharashtra State Board of Art Education in 2006. Every year 350,000 participants appear in this exam.

• Won the 'ALL INDIA INTER AECS EXHIBITION' (organized by Atomic Energy Education Society) in a social science project two consecutive years (2008 & 2009), where over 130 exhibits are features from 30 AEES schools all over India.

Co/Extra-curricular

• Coordinator of The Red Brick Summit, annual management fest of IIM Ahmedabad

• Volunteered at NSS (National Service Scheme) from 2012-16 where I actively participated in government-led community service initiatives, like distributing our handmade paper bags to retail shops in Ranchi to reduce plastic waste.

• Served as Director of the Literary Society, BIT Mesra in the year 2015–2016.

• Organized ROSTRA 2016, a 3-day inter college national level literary fest.

• Engaged in campus literary culture (2012–2015) through active participation in Kavi Sammelan and Youth Parliament debates under Rostra, showcasing oratory, poetic expression, and critical thinking.

• Trained in Hindustani classical music at Akhil Bharatiya Gandharva Mahavidyalaya Mandal, Mumbai.