

AMAN KUMAR

Product Manager. Mentor at Topmate. Full Marathon Runner.

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After a rewarding journey of completing marathon runs, I've channeled same endurance into my first passion: building innovative user-driven products. I focus on shipping solutions that improve lives at scale for millions of users & deliver measurable business outcomes.

EDUCATION

- Indian Institute of Management (IIM), Raipur** - MBA - Strategy and Operations – 81.30% **April 2023**
- Dean's List 2022 (Top 5%) and Elected Batch Representative
- Vellore Institute of Technology, Vellore** - B.Tech - Electronics and Communication – 89.40% **April 2019**
- Recognized as Special Achiever for academics and competitions and Elected Tech. Head of Club

PROFESSIONAL EXPERIENCE

- Incubyte Consulting LLP | Product Manager | US Healthcare** **Mar 2025–Current**
- Scaled 5 healthcare products (Check-in, Arrive, Telehealth, Payments, Kiosks) to enable 1M+ patient interactions annually, by leading cross-functional teams to deliver HIPAA-compliant, user-centric solutions and driving each product's North Star metric adoption.
 - Enabled 40K+ visual evidence uploads in the first month, by launching Visual Evidence Upload in Check-in App that allowed patients to share images with providers, improving care accuracy and front-desk efficiency.
 - Reduced patient wait times by ~20%, by designing Dynamic Form Collection in Arrive App with real-time SMS/email requests.
 - Improved payment visibility for 100% of transactions, by creating Pay at Front Desk workflow with a virtual queue for patients without insurance, with expired coverage, or preferring cash payments.
 - Reduced appointment drop-offs by 15% and improved provider utilization, by delivering the Late Arrival Override feature that allowed patients running late due to work or family commitments to check in without disrupting schedules.
 - Boosted team velocity by ~25% over 4 sprints, by introducing priority-based task picking and "one-card-in-dev" rule to reduce context switching as part of team OKR.

VOIS VODAFONE | Product Manager | Business Operations and Transformation **Jun 2023–Mar 2025**

- 1. Launch Vodafone E-SIM Support System in 45+ European Countries**
- Improved customer service and NPS by 8% in six months, by leading the launch of E-SIM support across 45+ European markets.
 - Accelerated time-to-market by 10%, by integrating customer feedback into agile sprints and driving data-driven prioritization.
 - Increased feature adoption by 7%, by aligning cross-functional stakeholders through structured decision-making forums.
 - Boosted customer satisfaction by rolling out real-time language translation in 5 languages, by coordinating engineering and design teams.
- 2. Re-design Inventory Management System for M&A (Vodafone UK & Three UK)**
- Created €3M in business value, by leading development of an inventory management tool to streamline planning during M&A activities.
 - Achieved 8% cost savings and 90% resource utilization, by optimizing resource allocation strategies and reducing redundancies.
 - Delivered MVP on schedule, by conducting competitive analysis, mapping user journeys, and defining a forward-looking product roadmap.

Oracle India Pvt. Ltd. | Applications Engineer 1 | Aconex – Construction and Engineering **Jun 2019–Jul 2021**

- B2B SaaS Product Development**
- Increased enterprise SaaS product efficiency by 20%, by designing and implementing performance optimization features and APIs.
 - Boosted user satisfaction by 10%, by leading revamp of core application components and deploying updates globally.
 - Delivered 15 actionable technical solutions, by collaborating with 4 cross-functional teams to resolve complex challenges.
 - Reduced development time by 15% and improved modularity/scalability, by conceptualizing and implementing a microservice architecture.
 - Accelerated critical bug detection by 25%, by devising and executing end-to-end automated CI/CD testing strategies.
 - Lowered technical debt by 10%, by refactoring legacy codebases to align with best practices.

INTERNSHIP EXPERIENCE

Tiger Analytics | Analytics Consultant | Consumer Packaged Goods Industry **Apr 2022–Jun 2022**

- Improved rollout efficiency and profitability, by analyzing 54,000+ CPG sales data points and key influencing parameters and creating 3 interactive Power BI dashboards to guide strategic decisions.
- Increased promotion calendar efficiency by 18%, by designing a capability framework using Strategic Revenue Management

Dazzme Fashions | Product Manager | Sustainable Fashion Industry **May 2022–Aug 2022**

- Improved website functionality and user alignment, by defining the user journey map and 7 personas to reflect target audience needs.
- Validated MVP design and guided new product development, by creating Figma wireframes informed by 400+ market research responses.

AWARDS & ACHIEVEMENTS

- National Rank 1st of 250** teams in Mindscapes, a Strategy based Case Competition organized by XLRI Delhi, 2022
- National Rank 1st of 481** teams in Super-Mark-It, Marketing Case Competition by Indian Institute of Management Lucknow, 2022
- National Finalist out of 766** teams in Last Marketeer Standing, Marketing Case Competition by Narsee Monjee (NMIMS), Mumbai, 2021
- National Rank 2nd of 486** teams in Finworld, Finance Case Competition, organized by the Indian Institute of Management, Raipur, 2021
- Certified SAFe® 6 Agilist**, skilled in leading Agile projects and driving Lean-Agile principles to enhance business value, 2023

TECHNICAL SKILLS

Product Management: Product Strategy, Vision & Roadmapping, User-Centric Design, Go-to-Market Planning, Experimentation Frameworks
Technical: SQL, APIs, System Design Fundamentals, Data Analytics, A/B & Multivariate Testing, Automation (n8n), Rapid Prototyping (Vibe Coding)
Leadership & Collaboration: Stakeholder Alignment, Cross-Functional Team Leadership, Agile/Scrum, Sprint Planning, Backlog Prioritization, Mentorship