

# Satvik Jain

## Product Manager / Senior Product Manager

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### PROFESSIONAL EXPERIENCE

Senior Associate Product Manager, American Express 07/2024 – present

- Modernized the AML Risk scoring engine powering real-time fraud alerts for 30M+ daily transactions across 40+ markets, winning a Leadership award & 6000 Blue rewards, for leading an 18 - member scrum team on a 3 Yr roadmap in 6 months
- Drove 20+ UX research sessions with compliance analysts/managers, translating insights into user journeys for 3 Innovative new capabilities: Asset Manager, Advanced Rule Configurations and Sandbox versioning improving usability by 50%
- Championed AI-driven Backlog grooming & Solutioning MVP with 6 members, ranking #33 out of 400+ global teams in Amex Growth Hack 2025 & later evolving it into an Agentic - Agile driven development framework for rapid prototyping

Senior Product Analyst, Sprinklr 04/2022 – 07/2024

- Built a personalized iOS mobile app, Sharek for the Qatari government enabling the Prime Minister's office to monitor citizen complaints across 40 ministries via NLP sentiment analysis, delivering insights into Governance issues in 4 weeks
- Designed Arabic localization enforcing right-to-left UI adaptation and smart alerts system for negative sentiment tracking, crisis & exec monitoring, improving 7-day retention from 40% to 55% and reducing time-to-insight from 2 days to 2 hours
- Designed a 2 - step user Journey for an AI - Reporting automation product, delivering complete dashboards in < 10 seconds with 30 days historical data, auto-alerts, scheduled exports, driving 15% revenue increase in the first 3 months as a new PM
- Improved Use Case Hub adoption from 35% to 85%, by conducting usability & A/B tests, integrating the solution into main dashboard creation journey, eliminating 7 - day manual configuration & enabling self - service for < 1M\$ ARR+ SME clients
- Built a Gen - AI Assistant for Walmart Spark Driver Support, analyzing 100K+ contact center calls, using unsupervised ML clustering and correlation detection to identify root causes & auto - route mitigation actions to engineering / fraud teams

### SKILLS

SAFe, Agile, JIRA, PRDs, UI/UX, Figma, SQL, Bigquery, Tableau, Mixpanel, Python, APIs, A/B Testing, System Design, AI / ML, Roadmapping, GTM Strategy, Product Strategy, Market Research, Competitive Analysis, UX Research, Feature Prioritization, OKR & KPI Definition, Business Case & Financial Modeling, Stakeholder Management, Cross-Functional Collaboration, PLM

### VOLUNTARY WORK AND FREELANCING

Sukha Education, Strategy Consulting 01/2025 – 04/2025

- Designed a digital transformation strategy for an NGO serving underprivileged students in Chennai, resulting in ₹60K annual cost savings through automation and process optimization across 50+ volunteers in 12 - week phased rollout

### EDUCATION

Indian Institute of Technology Delhi 2017 – 2021  
Bachelors in Technology, Civil Engineering

S.S.M Sr. Secondary School MP 2016 – 2017  
Class 12th MPBSE 2017

### SCHOLASTIC ACHIEVEMENTS

- Secured Top 1.5% with an AIR - 1463 competing with 100k+ students in GATE2022 Examination
- Secured Top 0.002% with an AIR - 2446 competing against 12 lakh+ candidates in JEE Adv 2017
- Secured Rank 1 and 94.2% marks in Chhatarpur District in Class 12th MPBSE 2017 Examination
- Scored 100/100 in Maths & Chemistry in Class 12th Board Exam and got a scholarship worth 5K
- Secured Rank 1 in School at 10/10 CGPA in 10th Board Exams & awarded by Education Minister
- Secured Rank 3 qualifying for National in 9th State lvl UCMAS Abacus Mental Math competition
- Selected Top 2 students out of 125 from CBSE Board in M.P. Vigyan Manthan Yatra Science Trip

### INTERESTS

- AI - Music Creation & Singing
- Co-creating with AI
- Building AI Systems
- Product Strategy AI
- Resume ImproverAI