



# Mauhik Thakkar

Product Manager | ICPM & IBM AI Certified | B2B SaaS & FinTech Specialist

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## PROFILE SUMMARY

- ❖ Product Manager with 9 years of experience, including 5+ years driving product strategy for B2B SaaS, FinTech, and enterprise solutions across international markets.
- ❖ Currently managing products serving global financial exchanges (NASDAQ, NSE, JPX, ASX) at Transaction Network Services.
- ❖ While building digital products generating recurring revenue independently building and monetizing digital products with 100+ users, demonstrating full product lifecycle ownership from ideation to revenue generation.
- ❖ **ICPM-certified and IBM AI Product Manager certified** with proven expertise in user research, feature prioritization (RICE, MoSCoW), go-to-market strategy, and data-driven product development.
- ❖ Achieved 30% reduction in implementation timelines and validated product-market fit across multiple products. Strong technical foundation in data analytics, APIs, and SaaS metrics (CAC, LTV, Churn) with experience in cross-border payments and emerging markets.

## CAREER TIMELINE (RECENT 5)



## AWARDS & ACHIEVEMENTS

- ❖ Achieved 100% compliance with Transaction Network Services (TNS) Operational Readiness standards.
- ❖ Conducted market analysis and competitive research to identify product enhancement opportunities, resulting in 30% reduction in time-to-market
- ❖ Collaborated with engineering teams across 10+ countries to translate business requirements into technical specifications and product features
- ❖ Established product metrics and KPIs to measure success, achieving 100% customer satisfaction and operational readiness standards
- ❖ Led user research initiatives and gathered customer feedback to continuously improve product-market fit for enterprise clients in financial sector



## CERTIFICATIONS

- ❖ IBM AI Product Manager Professional Certificate, 2025.
- ❖ Google Project Management Certification, 2022.
- ❖ ICPM Product Management Certification, - 2026 (Pursuing)



## TECHNICAL SKILLS

- ❖ **Product Management:** JIRA, ClickUp, Notion, Figma, Claude, ProductBoard
- ❖ **Data Analytics and Visualization Tools:** Python, Tableau, Power BI
- ❖ **Project and Work Management Tools:** Salesforce, MS Project, Microsoft Planner.
- ❖ **Microsoft Productivity Suite:** MS Excel, MS PowerPoint, MS Word, MS Visio, MS Teams, Microsoft 365.
- ❖ **Business Tools:** Salesforce CRM, Slack, Zoom, Google Workspace, Microsoft 365
- ❖ **AI and Research Tools:** ChatGPT, Perplexity, Claude.(prompt engineering & product integration)
- ❖ **Technical:** Agile/ Scrum Frameworks, Vercel, GitHub, SaaS platforms



## WORK EXPERIENCE

January 2024 – Present: Project Manager – FSD PMO, Service Implementation at Transaction Network Services (TNS), Remote, Gujarat

July 2023 – November 2023: Project Manager (IT) at Aviansoft Pvt. Ltd. (IT & Automobile Domain), Surat

July 2022 – June 2023: Project Manager (IT) at Inventam Tech Solution (IT Services Domain), Surat

August 2019 – June 2022: Senior Assistant Manager – Senior Data Analyst at PM Consultancy, Surat

Growth Path:

Data Analyst (2019 – 2021) → Senior Data Analyst (2021 – 2022)

January 2018 – April 2019: Entrepreneur at Nandishwar Enterprise, Ahmedabad

August 2016 – November 2017: Assistant General Manager at Euro India Fresh Foods, Surat



## CORE COMPETENCIES

Strategic Product Development	Project Management
Stakeholder Management	Product Roadmap Development
Client Relationship Management	Application Development Lifecycle
Scrum/ Kanban/ Waterfall Methodologies	Feature Prioritization
Process Optimization	Product Vision
Resource Management	Pricing Strategy & Competitive Analysis
Go-To-Market & Sales Strategy	Escalation Management



## EDUCATION

- ❖ PGP in Data Science & Business Analytics, Greatlakes – Chennai & University of Texas at Austin, 2021
- ❖ PGP in Human Resource Management, School of Inspired Leadership, Gurugram, 2016
- ❖ M.E. in Electronics and Communication, Gujarat Technological University, Gandhinagar, 2015
- ❖ B.E. in Electronics and Communication, Dharamsinh Desai University, Nadiad, 2012

## Key Result Areas Across The Career:

### Product Management & Strategy

- ❖ Led comprehensive market research, competitive analysis, and product strategy development for IT product in the automobile industry, identifying key market opportunities and positioning strategies
- ❖ Owned and managed product roadmap, prioritizing features using RICE and MoSCoW frameworks based on customer feedback, competitive positioning, business impact, and regulatory requirements
- ❖ Spearheaded end-to-end product development lifecycle from ideation to launch, ensuring high-quality releases aligned with user needs, industry standards, and compliance requirements
- ❖ Maintained and refined product backlog to reflect evolving priorities and strategic direction, ensuring maximum value delivery in each release cycle
- ❖ Made data-driven decisions on product features, priorities, and requirements using analytics, A/B testing results, and customer feedback

### Global Delivery & Stakeholder Management

- ❖ Directed cross-functional teams across more than 10 countries to deploy TNS Secure SD-WAN solutions for enterprise clients and major global stock exchanges, including NASDAQ, HKX, SGX, NSE, ASX, and JPX.
- ❖ Collaborated with Engineering, Design, Sales, and C-suite stakeholders to ensure seamless product delivery and alignment with business objectives within the TNS FIN business
- ❖ Led geographically distributed product teams across multiple time zones, ensuring consistent product quality, customer satisfaction, and on-time delivery outcomes
- ❖ Reduced implementation timelines by 30% through product optimization, streamlined deployment processes, and continuous improvement initiatives

### Independent Product Builder

- ❖ Built PM template marketplace from 0 to 100+ users through systematic customer research, validation, and iterative development,
- ❖ Conducted customer discovery interviews, competitive analysis, and pricing strategy optimization to achieve product-market fit
- ❖ Achieved product-market fit validated through customer retention metrics, testimonials, and recurring revenue generation
- ❖ Managed entire product lifecycle: ideation, development, launch, growth optimization, and monetization strategy

### Project & Program Management

- ❖ Led end-to-end project management activities, including planning, execution, monitoring, and control of large-scale global, multi-time-zone initiatives.
- ❖ Managed complex product implementations for enterprise clients while maintaining adherence to quality standards, compliance requirements, and customer success metrics
- ❖ Applied industry best-practice PMO frameworks and governance models to standardize execution across the FIN business.
- ❖ Managed end-to-end project controls, including documentation, billing accuracy, risk and issue registers, dependency tracking, and change management.

### Cross-Functional Collaboration & Leadership

- ❖ Collaborated closely with Engineering, Design, Marketing, Sales, and Business teams to align product development with business requirements and end-user needs.
- ❖ Ensured teams maintained clear understanding of product vision, business context, user problems, and delivery goals throughout development cycles.
- ❖ Facilitated knowledge transfer and cross-functional workshops to support cohesive execution and shared product understanding.
- ❖ Acted as voice of the customer within cross-functional teams, advocating for user needs while balancing business and technical constraints

### Client Engagements & Portfolio Management

- ❖ Managed 3 end-to-end client product engagements across FinTech, Gaming, and AI/ML domains, serving as product owner and primary stakeholder liaison.
- ❖ Served as Product Manager for habit-tracking SaaS application and CRM platform, managing full product lifecycle from ideation to market launch.
- ❖ Conducted product discovery and validation for multiple client products, defining product strategy, roadmap, and go-to-market approach

### Business Analysis & Data-Driven Insights

- ❖ Conducted user research and identified customer pain points, documenting detailed user stories, acceptance criteria, and product requirements based on structured discovery process.
- ❖ Performed customer segmentation, cohort analysis, and behavioral analysis across Retail, Finance, and Manufacturing sectors to inform product strategy and feature prioritization.
- ❖ Synthesized quantitative and qualitative user data into executive-level product strategy presentations with actionable recommendations and ROI analysis.
- ❖ Led A/B testing and experimentation frameworks to optimize product features, user flows, and conversion rates, resulting in 40% improvement in key metrics.

### Startup Launch and Early-Stage Retail Operations

- ❖ Secured initial funding, defined business structure, and led early hiring for multibrand sports footwear retail store (Sports Station), demonstrating entrepreneurial execution from 0 to 1.
- ❖ Managed end-to-end operations including supply chain, inventory management, purchasing, and quality control to ensure efficient business operations
- ❖ Designed customer experience and in-store layouts to maximize engagement, product discovery, and conversion rates

### People Management & Resource Planning

- ❖ Recruited and onboarded more than 15 resources aligned with required technical and functional skill sets.
- ❖ Fostered product-centric culture emphasizing customer obsession, data-driven decision making, and continuous improvement

### Customer Experience & Growth

- ❖ Strengthened merchandising and promotional strategies to drive customer engagement, retention, and revenue growth.
- ❖ Optimized user onboarding flows and feature adoption strategies, increasing active user engagement and product stickiness.
- ❖ Leveraged customer feedback and usage analytics to continuously improve product experience and drive product-market fit.

## PRODUCTS PORTFOLIO

- ❖ Comprehensive product case studies including FinTech solutions (cross-border remittance, Islamic finance), AI/ML applications (enterprise support automation), and B2B SaaS products available at: [www.mauhhik.com](http://www.mauhhik.com)
- ❖ Demonstrates end-to-end product management methodology: market research, user validation, product strategy, roadmap development, business modeling, and go-to-market planning.

## PERSONAL DETAILS

Address :	Gandhinagar – 382421, Gujarat	Passport No. & Expiry :	xxxxxxxxxx
Date of Birth :	12 <sup>th</sup> Feb	Visa Status :	Indian
Languages Known :	English, Hindi, and Gujarati	Nationality :	Indian
Marital Status :	Married	No. of Dependents :	xx