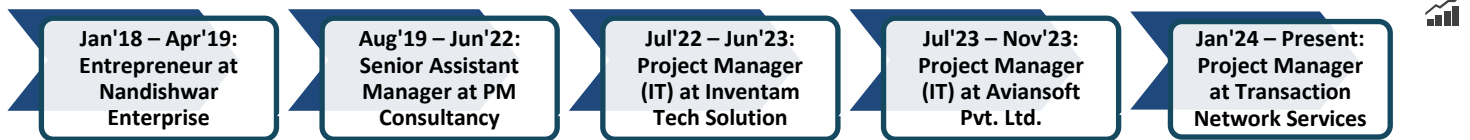# Mauhik Thakkar

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

📞 +91 9924033309
🌐 www.mauhhik.com
✉ mauhhikthakkar@gmail.com

👤 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 500+ 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)

Jan'18 – Apr'19: Entrepreneur at Nandishwar Enterprise	Aug'19 – Jun'22: Senior Assistant Manager at PM Consultancy	Jul'22 – Jun'23: Project Manager (IT) at Inventam Tech Solution	Jul'23 – Nov'23: Project Manager (IT) at Aviansoft Pvt. Ltd.	Jan'24 – Present: Project Manager at Transaction Network Services

🏆 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

🥧 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**

💼 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

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 500+ 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
- 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**	:	S3790102 & 2028
Date of Birth	:	12th May 1990	**Visa Status**	:	Open for UAE Relocation
Languages Known	:	English, Hindi, and Gujarati	**Nationality**	:	Indian
Marital Status	:	Married	**No. of Dependents**	:	03