NEELESH SINGH

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PROFESSIONAL EXPERIENCE

Technical Product Manager, CoreLogic, Toronto, Canada
(Products: MLSTOUCH(4.8/5 App Store), ONEHOME.COM (20M+ visitors/month)   *Aug 2023–Present*

Built and integrated AI Assistant for property descriptions with MLSTOUCH
- **Solution (The What)** - Integrated AI to auto-generate property descriptions from images and location metadata.
- **Problem (The Why)**- Eliminated manual listing creation, meeting agents' need for 5x faster, high-quality listings.
- **Metrics** - Achieved 11% user growth rate over Q2 2024, expanding MLSTOUCH's user base from 900k to 1M.

Driving Adoption Rate through cross-platforms third party API Integrations
- **Solution (The What)** - Facilitated API integration with Canva for tailoring social media templates, Zapier for workflow automation between different APIs, and AR walk the property lines for immersive property exploration.
- **Problem (The Why)** - Addressed agents' challenges in marketing efficiency, productivity, and client engagement.
- **Metrics** – Improved multiple dimensions, boosting MLSTOUCH's adoption rate by 18% annually.

Boosted Retention Rate of OneHome.com, and improved customer satisfaction for MLSTOUCH
- **Solution (The What)** – Built, integrated and launched a Centralized Service Layer (CSL) from 0 to 1 by collaborating cross-functionally between developers, UX designers, and QA to synchronize data across platforms.
- **Challenge (The Why)** - Resolved discrepancies where users faced inconsistent data, such as listings added to favorites on one platform not syncing with others or listings visible on MLSTOUCH, not available on Onehome.com. These caused frustrations leading to bad app reviews and frequent customer support complaints.
- **Metrics** - Reduced customer support complaints by 40%, improved app ratings from 4.6 to 4.8 on the App Store, and boosted retention rates by 15% quarterly for OneHome by delivering seamless experiences for both products.

Product Consultant, CGI, Toronto, Canada
(Client: Fidelity Investments, Product: Portfolios and Investment solutions   *May 2021–July 2023*

- Customized JIRA ticket management by establishing a prioritization framework that qualitatively and quantitatively targeted high-value tasks, increasing business value delivery by 20% within one quarter.
- Developed a model portfolio template portal, streamlining portfolio construction efficiency by 10%.

Software Engineer, Tata Consultancy Services (TCS), Delhi, India   *Mar 2018–Dec 2019*

- Optimized tax processing by devising the Income Tax Business Application (ITBA) API, reducing human errors in tax calculations and saving 25% in maintenance costs.

EDUCATION

- ***Master's in Applied Computer Science (MACS)***
  Dalhousie University, Halifax, Canada   *Jan 2020–Apr 2021*
- ***Bachelor of Engineering and Technology in Information Technology (BTech)***
  Dr. A.P.J. Abdul Kalam Technical University, Delhi, India   *2013–2017*

SKILLS AND EXPERTISE

- ***Product Management:*** *Roadmap planning, KPI selection, transforming business requirements into technical.*
- ***Technical Competency:*** *SQL, Java, REST APIs, AWS, Docker, Microservices and design patterns, TDD.*
- ***Collaboration, Design, & Data Analysis:*** *InVision, Figma, Balsamiq, Mural, JIRA, Python (Pandas), Excel.*

CERTIFICATIONS

- *SAFe 6.0 Product Owner/Product Manager (PO/PM) – Scaled Agile Framework (Apr 2023)*
- *Machine Learning – Stanford University (Sept 2020)*

PUBLICATIONS

- Published books on Agile PM, covering business models, technical debt & challenges, and Lean Agile principles.