

NISHANT SAINI

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EDUCATION

Northeastern University, Boston, MA

December 2025

Master of Science in Engineering Management

Relevant Courses: Computation and Visualization for Analytics, Probability and Statistics

Vellore Institute of Technology, Vellore, India

September 2020

Bachelor of Technology in Mechanical Engineering

EXPERIENCE

Vans Electro-Engineering Pvt Ltd

Tamil Nadu, India

Product Manager

Sept 2022 – Nov 2023

- Collaborated with key internal stakeholders, including engineering, operations, and sales teams, to define product specifications and ensure alignment with customer needs for Vacuum Circuit Breakers (VCBs) in the railway sector.
- Developed data-driven product roadmaps by analyzing customer feedback and market data with Tableau and SQL, building business cases for redesign and product innovation that aligned with user needs.
- Built executive-level dashboards to monitor project KPIs, visualize resource utilization for capacity planning, and track approval timelines, facilitating faster decision-making and resource allocation.
- Partnered with engineering and R&D teams to prioritize cost-saving opportunities, reducing post-launch revisions and adding \$1.3M in revenue through enhanced product positioning.
- Leveraged customer feedback data using sentiment analysis to enhance product quality, resulting in a 23% increase in customer satisfaction scores.

Clear

Bangalore, India

Team Lead- Customer Success

Apr 2021 – Jun 2022

- Facilitated Quarterly Business Reviews (QBRs) with CXO and VP-level stakeholders, presenting data-driven insights and strategic recommendations that aligned with client goals, resulting in a 20% increase in project renewals and upsell opportunities.
- Led account management efforts, overseeing a team of 10+ customer success associates driving a 46% performance boost through strategic training and coaching.
- Fostered strategic client relationships, implementing a proactive outreach strategy that increased retention by 15% by identifying at-risk accounts early through usage patterns and engagement data and identified growth opportunities within key accounts.
- Segmented customer feedback (CSAT) to craft targeted strategies based on customer demographics, usage patterns, and account size, resulting in a 15% increase in user adoption post-onboarding and improving engagement by 34% in the first quarter.
- Analyzed user engagement metrics (e.g., login frequency, feature usage, support interactions) to identify underutilized features and customer pain points, driving a targeted engagement strategy that increased feature adoption by 25%.

NSC Classes

Punjab, India

Product Analyst

Jan 2020 – Apr 2021

- Optimized teaching strategies by conducting A/B tests and statistical analyses (t-tests, ANOVA), leading to a 27% increase in student engagement.
- Built dashboards in Tableau to track KPIs on student progress, enhancing stakeholder decision-making through data-driven insights.
- Streamlined support processes by identifying bottlenecks through data analysis using process mapping and introducing a self-service knowledge base and live chat support, reducing wait times by 38%.
- Applied predictive analytics models (linear regression, time-series forecasting) to anticipate student enrollment trends, aiding in strategic planning that increased new registrations by 15% over 1 year.
- Reduced support tickets by 22% in two months by developing comprehensive self-service resources (FAQs, guides, webinars), boosting customer satisfaction.

PROJECTS

Elevate Foods-A Ghost-Kitchen Infrastructure platform (Blender, Advanced Excel, Tableau, Python)

- Designed and executed a scalable infrastructure for ghost kitchens, utilizing data-driven analysis and simulation models to achieve an 85% space utilization rate and boost output efficiency by 29%.
- Led the go-to-market strategy by analyzing market trends with Python and Tableau, resulting in a 30% increase in market share within six months.

SKILLS AND INTERESTS

Tools & Technologies: Salesforce, Jira, Figma, Notion, Asana, HubSpot, Confluence, Blender.

Data Analysis and Visualization: Advanced Excel, Tableau, Power BI, Python, SQL, Google Analytics, Statistical Analysis.

Interests: Philosophy, Chess, Reading, Swimming, Educational Psychology.