

Puneet Singh

MBA- IIM Lucknow, B.Tech -IIT Roorkee

Global Product manager with 15+ years across Product Management (9+ years), Product Strategy Consulting (5+ years), User and Market Research (3+ years)

- Utilized AI tools and chatbots for ideation, competition/market research
- Prototyped and used AI agents for refining user story acceptance criteria
- Experience building AI Agent PoCs using tools like [Relevance.ai](#), [n8n.io](#)
- Skilled in writing effective AI prompts and preparing eval datasets

PROFESSIONAL EXPERIENCE

FICO, Bangalore, IN – Sr. PM – Platform Management

JUN 2023 – SEP 2025

Managed enterprise customer onboarding, user provisioning and IAM related roadmap features in completely new version of FICO's AI decisioning platform, currently being piloted with major 3 Banks and 2 large credit card processors. The existing FICO decision platform caters to 75+ enterprise customers.

- Delivered onboarding use cases and IAM functionality in, beta release, leading FICO to win 2 new customer deals worth \$3.5m
- Led workshops to define Day0/Day1 user journeys, enabling customer onboarding time of 48 hours, from typical 2-3 weeks
- Evangelized asset sharing features and got approvals and sponsorship for a team of 6, working towards building this new revenue stream
- Hired 4 junior PMs and partnered with them to deliver on the portfolio of 14 services (modules) over last 2 years
- Managed IAM tool vendors, to deliver on PoC requirements, pre-validate offerings w.r.t. platform needs, thereby reducing integration turn around by 25% from 8 weeks to 6 weeks
- Established clear Jira backlogs and Aha roadmaps for next 4 quarters and collaborated in identifying and resolving any dependencies, recognized with 2 Spot awards from fellow PMs

IT People Inc., North Carolina, USA — Sr. Consultant

JAN 2019 – JUNE 2023

PM, AccumXChain (Customer:NASCO Inc., USA)

Built PaaS for health insurance data sharing in real-time over a blockchain across the US health insurance ecosystem including plans, providers, pharmacies, PBMs and processors to provide accurate out of pocket expense info to payers.

- Piloted with 4 BCBS plans, 2 pharmacy benefit managers (PBMs), and NASCO as a claim processor, to solve \$1B+ industry problem
- Improved member experience by removing discrepancies in out of pocket costs at hospitals/pharmacy, leading to savings of \$24M+ annually, on reconciliation costs and penalties
- Established agile practices including clearly stating definition of done, building iteratively in sprints from zero to pilot in 8 months

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EDUCATION

B.Tech., IIT Roorkee 2004–08
M.B.A., IIM Lucknow 2010–12
ISP, UniSG, Switzerland 2011

CERTIFICATION

SAFe® 6.0 POPM

ENTREPRENEURSHIP

- Co-founded Ivictor.com, a global MBA aspirant mentoring service, with annual revenue from 2012–14 of around INR 20L

US PATENTS

- “Method & System for Real-Time Monitoring of Operating Condition at an Infrastructure”, US9674642B2 (Granted)
- “Methods and systems for generation and transmission of electronic information using real-time and historical data” US10140356B2 (Granted)
- “Method and device for validating transactions pertaining to sharing of services in ad hoc network” US10496976B2 (Granted)

AWARDS

- “Spot Awards” at FICO for Excellent Stakeholder Collaboration
- “Best Project Award” for LLoyds Innovation Project at Wipro
- “Keystone Award” for Best

PM, TrustYourSupplier Network (Customer: TrustYourSupplier Inc.)

First Product Manager for SaaS platform hosting "digital passport" for more than 200K suppliers, allowing them to share this information with buyers, easing supplier qualification, onboarding, and life-cycle management.

- As the first Product manager, collaborated with the CEO and executive team to define product vision, achieved GA in 8 months
- Led enterprise integrations in Trust Your Supplier (TYS), onboarded 3 major partners (Dun & Bradstreet, Rapid Ratings, Ecovadis)
- Supported 0-to-1 product journey, onboarding first 170K suppliers on the platform, along with 2 buyers IBM and Lenovo
- Evangelized data refresh features, enhancing the product's value by proactively starting workflows to update stale information

PM, TARS Project (Customer: Road Transport Agency, Dubai)

Product Manager for Transportation Activities Rental System (TARS) launched by the Roads and Transport Authority (RTA) to regulate the car rental sector. It is an online platform designed to manage car rental companies, their customers, and vehicles through a digital framework that includes smart contracts and AI

- Delivered the product from zero to production in 12 months
- Led to additional revenue of \$2.5m in 1st month for Dubai Govt.
- Onboarded 100,000+ vehicles from 1,200+ rental companies on-board

IT People Corp., Hyderabad — Sr. Consultant

JULY 2016 – JAN 2019

Lead Product Owner, BEAM (Customer: IBM, USA)

Led Blockchain Enterprise Asset Management (BEAM) SaaS, IBM's first enterprise grade blockchain platform, to tracking and trace physical and/or digital assets, eliminating paper-based workflows and improving data integrity

- Delivered APIs for tracking assets in datacenters across their lifecycle
- Increased traceability using IoT leading to \$2m in operational savings
- Golden copy of the device sw and hw configuration information at each asset level, resulted in 45% faster support and 25% cost savings by reuse
- Piloted with 30K hardware assets and 100k+ annual transactions, later became the base for IBM SCIS (Supply Chain Intelligence Suite)

Wipro, Bangalore, IN — Senior Consultant

MAY 2012 – JUL 2016

- Led innovation discovery & experimentation for Lloyds Bank (UK)
- Led market entry, product localization (India) projects for Fortune 500 clients, leading to Wipro design studio creation for healthcare clients

Reliance Industry Ltd., Mumbai, IN — Intern (APR – JUN 2011)

Freescall, Noida, IN — Design Engineer (JUL 2008 – JUN 2010)

Consultant at Wipro

CONFERENCES

- Presented at Linux Foundation Workshop on "Build your own NFT with Hyperledger Fabric" in Morgan State University's Fintech Center – Attended by 700+ faculty and researchers from various HBCUs
- Presented on "Driving outcomes in Supply Chain using Private Blockchains" at Blockchain Tech. Conference, Hyderabad, India – 150+ attendees.
- Presented on "Blockchain in Supply Chain" at Unicom Blockchain Summit, Hyderabad, India – 100+ attendees.

PUBLICATIONS

- Where Innovators Must Look for Inspiration, wipro.com
- Finding New Insurance Ideas in Unlikely Places, wipro.com
- Finding a New Insurance Model in a Commoditized Market, wipro.com
- Supply Chains in Disaster Management, mbaskool.com

INTERESTS

- Traveling & cooking
- Mentoring and coaching