

# Sandeep Kumar N

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## Education

IGNOU (B Com).

NIOS (Higher Secondary School Certificate)

CBSE (Senior Secondary School Certificate)

Chennai, Tamilnadu

2016 - 2019

Chennai, Tamilnadu

2013 - 2015

Chennai, Tamilnadu

2012 - 2013

## WORK EXPERIENCE

### Rently

2020 ~ Present

Rently leads in proptech in US, offering innovative self-touring and smart home solutions for the rental housing sector.

### Chennai

#### Product Owner (B2B SaaS)

2022 ~ Present

- **Product Discovery:** Conducted thorough market research, competitor analysis, and user persona development to identify the right problems to solve.
- **User Needs Identification:** Conducted user interviews and surveys to uncover pain points and validate product concepts, ensuring solutions align with customer needs and market demand.
- **Problem Prioritization:** Collaborated with stakeholders to prioritize problems and opportunities based on impact, feasibility, and alignment with business goals.
- **Solution Prototyping:** Worked closely with UX/UI designers to create and test prototypes, gathering user feedback to refine features before development.
- **Enhanced Feature Adoption:** Achieved a 50% increase in feature and enhancement adoption by implementing an in-product adoption experience, driving user engagement and satisfaction.
- **Customer Insight Integration:** Conducted a minimum of 15 customer interviews per quarter, integrating valuable insights into the product backlog for continuous improvement and alignment with user needs.
- **Cross-Functional Collaboration:** Collaborated with UX designers, technical leads, and product marketing team to design features that align with business goals and user requirements, ensuring seamless user experiences. Worked closely with the product marketing and sales team on go-to-market strategies, ensuring effective product launches and market penetration.
- **Efficient Feature Development:** Developed a feature enabling property management companies to monitor staff activities across multiple properties on a single page, resulting in a 75% reduction in time spent retrieving activity logs.
- **Project Delivery Excellence:** Successfully delivered a previously stalled project within one quarter by identifying and addressing key blockers, engaging stakeholders, and coordinating cross-functional teams.
- **Access Panel Innovation:** Spearheaded the development of new Common Area panel features, including integration with Intercom for enhanced access control. This innovation boosted hardware sales and adoption by 60%, with features such as Common Area booking, business hours limitation, and resident access management.
- **In-Product Sales Enablement:** Currently working on an in-product sales experience to educate users about the product and facilitate direct purchases, enhancing the customer journey and driving revenue.
- **Stakeholder and Team Training:** Conducted monthly training sessions for stakeholders and customer support teams, achieving an average assessment score of 98% and ensuring consistent product knowledge.
- **Comprehensive Documentation:** Prepared user guides and help articles, contributing to a 75% average usage of help resources, aiding in user self-service and reducing support queries.
- **Holistic Product Ownership:** Fulfilled standard Product Owner responsibilities, including backlog grooming, product lifecycle management, and translating customer feedback into actionable requirements.
- **Strategic Product Management:** Defined product vision and roadmap, prioritized features, and led projects with cross-functional teams, ensuring timely and successful product delivery.
- **Technical Collaboration:** Possess a strong understanding of basic engineering principles through working closely with engineering teams to ensure technical feasibility and robust implementation of product features.

#### Team Lead - Product Experience & Support Team

2020 - 2022

- Managed a 15-member team, ensuring all team members are well-versed in product knowledge.
- Established effective communication channels with product managers and stakeholders to provide valuable feedback and inputs.
- Ensured the delivery of high-quality service, resulting in user satisfaction and education.

### Telligent Support LLP

2018 - 2019

#### Sr E- Service Executive

- Team Member of a Pilot Product support team,
- First one to earn highest product knowledge and experience among the team members.
- Direct interactions with users for feedback and experience
- Helping users with product query or bugs
- Detecting fraudulent activities or harassment and banning the bad users.
- Regular connect with stakeholders and management

### Bangalore

### Sutherland Global

2015 - 2018

#### Associate CS Internet

- Provide thorough support and problem resolution for the users
- Maintain composure and patience in face of difficult situation
- Trained and monitored new hires
- Mentored 10 members team to clear PIP

### Chennai

## ADDITIONAL INFORMATION

**Certifications :** CSPO (Certified Scrum Product Owner), PSM 1(Professional Scrum Master 1),SFC (Scrum Fundamentals Certified)

**Skills:** Agile, Scrum, Product Management.

**Interests:** Cricket - Passionate about playing and discussing the sport; Driving - Enjoys taking the wheel and exploring the open road. Also, a devoted fan of Ronaldo and a lover of dogs.

**Language:** English, Malayalam & Tamil.