

Sandeep Kumar N

Product Manager/ Product Owner

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Professional Summary

Product Manager with 5+ years of experience in smart home technology, IoT, and B2B SaaS platforms. Proven track record of developing and launching innovative hardware-software integrated products, including smart locks and intercom systems, with a focus on enhancing user experiences and streamlining operations. Expertise in billing strategies, SaaS pricing models, device integrations, and customer management portals.

Professional Experience

Rently | Product Manager, Smart Home Division (Jan 2020 - Present)

(Rently leads in prop-tech in US, offering innovative self-touring and smart home solutions for the rental housing sector)

- **Smart Bolt Lock Development:** Leading the design and development of the V4 smart lock, a hybrid lock supporting offline and hub-connected functionality. Defined billing models, including flat and usage-based pricing structures, ensuring flexibility for various property setups.
- **Smart Home Integration:** Built seamless assignment and sync workflows, reducing manual configurations by 30% and improving task efficiency.
- **Monitoring and Alerts:** Developed features to alert property managers about unpaired devices, reducing downtime by 20% and improving property reliability.
- **Intercom Panel Deployment:** Spearheaded the design and rollout of a modern intercom system, deployed across 200+ properties, improving visitor access and resident communication by 25%.
- **B2B SaaS Management:** Created scalable SaaS solutions for smart home devices, enabling 95% automation of workflows and centralized analytics for 30K+ managed properties.
- **Customer Research and Beta Testing:** Recruited 20+ beta testers and gathered insights, leading to a 40% improvement in feature adoption post-launch.
- **Billing Optimization:** Transitioned legacy pricing structures to simplified SaaS fees, contributing to a 10% increase in recurring revenue and adoption of hybrid setups.
- Collaborated with cross-functional teams, including engineering and marketing, to design and develop the V4 smart lock, reducing manual workflows by 30%

Previous Experience

Telligent LLP | Product Expert (Oct 2018 - Mar 2019) - Conducted customer experience research for a game, directly gathering feedback and implementing improvements to enhance user satisfaction.

Sutherland | Associate CS Internet (Oct 2015 - Oct 2018) - Handled stakeholders and customer inquiries about SaaS products, providing support for product development and feature improvements.

Key Skills

- Product Roadmapping & Development
- Smart Home Technologies (IoT, Locks, Intercoms)
- SaaS Billing Strategies & Pricing Models
- System Integration & Automation
- Agile & Scrum Methodologies
- User Research & Beta Testing
- Stakeholder Collaboration
- Data-Driven Decision Making
- B2B SaaS Platform Development

Education

- Master of Business Administration (Pursuing) - IGNOU
- Bachelors in Commerce - IGNOU

Projects

B2B2C Fitness Ecosystem App: Designed a platform combining gym management tools, consumer discovery features, and payment integrations with modular development strategies for scalability.

Additional Information

Languages: English, Tamil, Malayalam

Certifications - CSPO, SFC, CSM

Interests: Smart Technologies, Fitness Innovation, IoT Solutions, B2B Saas, Cricket