Manpreet Singh

EDUCATION

Managerial Economics, B.S

University of California, Davis

Creating Neural Networks (Stanford)

Projects with AI: Puzzle game generated daily by AI Agent (word-path.vercel.app) Stock trading Agent, currently training a model on Customer Success/Support activities

LOCATION

San Francisco, CA

Skills

New Product Development

Customer Support/Relationships

Entrepreneurial

Customer Engagement/Enablement

Interests

AI Powered New Products

Fintech

Emerging Technology

510.300.7778

singh510.ms@gmail.com

PROFESSIONAL EXPERIENCE

Product Manager
Trapeze Software Group | March 2023 - Current
- Leading end to end development of a SaaS based CRM powered by Large Language Models
- Managed six products day 1 and helped strategically shape the vision, strategy, roadmaps and go-to-market planning for all
- Leading cross-functional relationships with Engineering, Design, Marketing and other GTM teams to ensure seamless execution
- Wearing many department hats: product design, product marketing, sales enablement

Customer Success Manager
monday.com | April 2021 - March 2023
- Managing entire partnership, developing relationships and consulting on business processes
- Constantly collaboration between product, engineering and design to voice customer requests and build user stories
- Maintained a 100%+ Renewal Rate with a $2.5m+ book of business

Customer Success Manager
Swiftly, Inc | August 2019 - April 2021
- Managed a mixed portfolio of enterprise and mid-market accounts and learned product value for customers
- Consistent champion of customer issues and potential product improvements
- Lead contact for technical RESTful API questions and strategy for CS team members and customers

Management Consultant (Credit Card, Fintech)
Argus Info. and Advisory Serv. | Feb 2017 - August 2019
- Heavy SQL analysis on large-scale credit card spend data to pinpoint new product opportunities and feature enhancements for clients like Wells Fargo and Visa
- Applied A/B testing and predictive modeling to increase portfolio performance and optimize growth strategies.
- Established KPIs and tracking frameworks to ensure continuous improvement and measurable impact.

Product Manager/Co-founder
Roll | June 2016 - January 2017
- Last mile delivery app based on student travel
- Worked with international design and engineering teams to create features
- Managed complex backlog within JIRA during sprint planning