

SUMIT KAUSHIK

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Result-oriented SPM with over 9+ years of experience in driving product vision, strategy, and execution of SaaS Product.

Egnyte, CA

Product Management: SPM

July 2024 – Present

- Led development and launch of 10+ partner integrations (**DocuSign, Bluebeam, ServiceNow, Splunk, Sumologic, AdobeSign, signNOW, Jira, Google Co-Editing, Agent-to-Agent, Egnyte MCP, Egnyte Webhooks**), enabling real-time data sync and contributing over \$50M in revenue.
- Driving Egnyte Developer Portal revamp with an AI-powered backend to streamline integration and **reduce setup time by 40%**.
- Supported **25+ custom integration projects** using Egnyte APIs, webhooks, and connectors to meet diverse customer needs.
- Delivered **AI-assisted workflows** for document processing and classification, improving **operational efficiency by 30%**.

Sprinklr, Gurugram

Product Management: APM

Jan 2019 – June 2024

- Managed concept-to-launch of **Omni-Channel Handover Protocol** APIs and UI. Enabling **real-time chat transfer between bot and agent on 30+ social and messaging channels**. It has generated \$25M+ since its inception. Integrated with chatbot vendors like **Haptik, Netomi, Cognigy.AI, Roe, Arabot, SKY-Bot, IV.AI, etc.**
- Worked on **300+ Custom, API and Platform Integrations**. Which includes companies from different sectors like **Mobile, Airlines, Pharmaceuticals, Food, Oil and Gas, Entertainment, Telecommunications, Tourism, AI Content, DTH etc..**
- Leading Omni Channel Chatbot, CRM, and Custom integration projects by leveraging and creating **APIs, Webhooks and Connectors**.

API Management and Consumption Analysis:

- **Increased API consumption by 100 %**, by analysing the support tickets month and by **developing 50+ new API endpoints**. Built a platform feature for API consumption analysis for Success Team that **led to 1M additional API revenue**.

Developer Portal Management:

- Complete ownership of [Sprinklr developer portal](#) w.r.t Portal Management, API

Documentation, Video & API Tutorials.

Samsung R&D, Bengaluru (On roll of Lionbridge Tech. Pvt. Ltd.)

Senior Associate (linguist) 2017 – 2018

- Worked on Samsung Bixby AI technology as a linguist. Provided tool support for other writers in divisions across the company.
- Participated in a team to develop company-wide best practices for producing Bixby Utterance references.
- Led a team of 5 writers to produce high-quality developer documentation.
- Worked closely with developers, QA staff, and the Product Marketing Department.

Ornico Technologies Pvt. Ltd., Bhopal

Senior Technical Writer, 2014 – 2017

- Written Software Product documentation and Reference guides for users on dynamic projects.
- Provided feedback on Documentation design, and filed error reports for existing documentation.

Language, Tools, and Technologies

- Product Strategy | Partner Integrations | API Platforms | AI/ML in SaaS | Product Lifecycle Management | Go-to-Market Execution | Data Governance | Cross-functional Leadership | Agile | Customer Experience Optimization | JSON | HTML | Markdown | Git | JIRA | OAuth | Snagit | Open API 3.0 | Lucid Charts | Postman | Rest API | UAT | Mashery | Google APIGEE

Degrees

- MBA-(Marketing)
- Bachelor in Engineering