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| **Arun Balasubramanian** | [reachme.arun1986@gmail.com](mailto:reachme.arun1986@gmail.com) | +91 9686388992 | [LinkedIn](http://www.linkedin.com/in/arun-b741986) |

17 years in tech, with **6 years in Product (B2B+SAAS)**

* **Strategic** and **customer-centric** product leader with over 17 years of expertise in conceptualizing, directing, and launching enterprise solutions across diverse sectors including biotech, pharma, healthcare, banking, and telecommunications.
* **Adept** at blending business, technology, and design insights, with over 6 years of specialized experience in content management, sales performance management, and provider health management (PHM).
* **Demonstrated** success in fostering cross-functional collaboration among design, engineering, and marketing teams to deliver premium products aligning with customer requirements and surpassing organizational objectives.
* **Proficient** in market analysis, user research, and Agile methodologies, driving informed product development strategies.

**Product Manager - Thermo Fisher Scientific (Vaisesika Consultancy), Mar-2023 – Till Date**

* **Spearheaded** the growth of the thermo fisher content management product, achieving a notable 41% expansion in the authoring experience user base. ·
* **Engineered** and **implemented** pivotal publishing capabilities crucial for sales operations, resulting in a remarkable 53% surge in certificate publishing. ·
* **Conducting** comprehensive user interviews to pinpoint and address pain points within existing publishing functionalities. ·
* **Orchestrating** seamless **collaboration** among design, solution architects, and engineering teams to craft innovative solutions geared towards enhancing user experience. ·
* **Elevated product visibility** and **adoption** through engaging stakeholder and customer **demonstrations**, acting as a passionate advocate for the product.
* **Proficient** in developing applications on microservice-based architecture to ensure scalability and efficiency.

**Product Manager, Axtria, Apr 2021 till Jan 2023**

* **Directed** the SalesIQ product group, delivering sophisticated sales planning and operational solutions tailored for the global life science sector, resulting in heightened commercial success for sales teams. ·
* **Strategically** conceptualized and launched the SalesIQ mobile app, instrumental in securing a 10K user deal. ·
* **Engineered** an intuitive sales call plan module design, streamlining user workflows and reducing complexity by approximately 33%. ·
* Proactively identified and addressed feature gaps, significantly minimizing support ticket volume from an average of 7 per day to zero through customized Salesforce configuration.
* **Orchestrated** seamless collaboration among engineering, user experience, solution architects, documentation, and release program management teams to drive daily product execution and releases. ·
* **Championed** product adoption through dynamic stakeholder and customer demonstrations, serving as a passionate advocate for product excellence.

**Product Owner, Carelon Global Solution, Mar 2018 till April 2021**

* Oversaw the **strategic planning** and successful delivery of the Provider Care Management Solution, a web-based application utilized by over 60,000 providers nationwide in the USA. This comprehensive platform offers actionable clinical insights, including alerts for potential care gaps, ER utilization, and identification of high-risk patients for avoidable admissions or readmissions. ·
* **Spearheaded** the integration of the virtual care program into the Provider Care Solution, resulting in a rapid adoption rate of 4.6 million users within three months from an eligible user base exceeding 40 million across the USA.
* **Engaged** in insightful insurance user interviews to pinpoint pain points, prioritize roadmap features, and spearhead the execution of the virtual care program mobile application, culminating in over 260,000 downloads.
* Directed the development and management of product roadmaps, skilfully prioritizing features based on customer feedback and aligned with overarching business objectives.

**Other Professional Experience**

* Product Associate @ JP Morgan Chase & Co | Oct 2015 till Mar 2018

People management, Project management, Functional and automation testing

* Test Specialist @ IBM India Pvt Ltd | Dec 2012 till Oct 2015

Functional and automation testing, test script development on selenium

* Test Engineer @ Infosys Limited | July 2007 till Nov 2012

Evaluation of product functionality and reliability through various testing types.

**Education**

* M.Sc. Information Technology, Bharathidasan University, 2007 – 2009
* B.Sc. Computer Science, Bangalore University, 2004 – 2007

**Certifications**

* Certified Scrum Product Owner (CSPO)
* Certified SAFe Agilist.
* Foundation level certified tester (ISTQB)

**Skills**

**Product Management**: Strategy, Use cases, Prioritization, Stakeholder management, Cross functional collaboration, UI/UX design.

**Tools**: JIRA, confluence, Figma, Miro

**Engineering**: Architecture understanding, Microservice decisions, Data-based decisions, UI design

**Tech Stack**: AWS, Postgres DB, React UI, Web components, Swagger

**Domains**: B2B enterprise products (Digital Asset Management), B2B Saas (Sales Management).