**Ravi Saxena**

[Contact:](#Personal_Contact_Timings) (M) +91-9354785960 | Email ID: sudoku9nine@gmail.com

**To leverage my expertise in product management and client strategy to build AI-driven products that solve real-world problems, enhance user experience, and drive business impact — while continuously evolving through innovation and learning**

PERSONAL AND PROFESSIONAL SUMMARY

* Dynamic and results-driven professional with over 12 years of experience in IT operations, product management, and client account leadership. Proven expertise in managing end-to-end digital solutions — from discovery and strategy to delivery and optimization — across web, app, and emerging AI technologies. Adept at bridging business objectives with technical execution, driving innovation, and delivering measurable outcomes.
* Work experience in IT Operations including Duty Manager, People Management, Incident Management, technical support, sales, retention, customer service, networking, ticket generation.
* Demonstrated abilities in minimizing performance bottlenecks using process improvement and system implementation programs.
* Strong communicator with a passion for solving complex problems through data-driven decision-making, process improvement, and cross-functional collaboration. Recognized for building long-term client relationships, leading high-performing teams, and fostering continuous improvement in fast-paced, technology-driven environments

KEY SKILLS AND COMPETENCIES

|  |  |  |
| --- | --- | --- |
| * ITIL certified * AI Product Manager   (Enrolled in Product Management with Generative and Agentic AI – from BITSoM Mumbai)   * TAM- Technical Account Manager * Account Manager * Incident management * People management * Service management * Customer relationship management * Customer retention & sales * Consumer behaviour * Technical support |  |  |

EMPLOYMENT DETAILS

**Qioseon Labs LLP** (**Kolkata/Nasik**)- Remote Currently working | Dec’24

Product Manager and Client Account Management (Web/App Development) - (Consulting)

Working as Product Manager for **Qioseon Labs LLP** - Premier business

As a Product Manager and Client Account Manager, I lead the end-to-end lifecycle of digital solutions, bridging the gap between client vision and technical execution. I ensure delivery excellence across multiple web and mobile projects while maintaining high client satisfaction and long-term partnerships.

**Key Responsibilities & Achievements:**

* Serve as the **primary client contact** for all product and technical discussions, ensuring transparency and smooth communication.
* **Lead discovery sessions** and collaborate with stakeholders to translate business objectives into actionable product requirements, wireframes, and user journeys.
* **Create and manage RFPs/RFQs**, defining project scope, timelines, and deliverables in alignment with business goals and budget constraints.
* Partner cross-functionally with **design, engineering, and QA teams** to deliver scalable and high-performing digital products.
* Drive **product roadmap planning**, prioritizing features using user feedback, analytics, and market insights.
* Oversee **implementation, deployment, and post-launch optimization**, ensuring adherence to timelines and KPIs.
* Conduct regular **product health checks**, technical audits, and risk assessments to maintain reliability and performance.
* Provide proactive **client advisory and technical consulting**, ensuring alignment with best practices and evolving technologies.
* Build and nurture long-term client relationships, achieving **high retention and satisfaction rates** through continuous engagement and value delivery.
* Identify opportunities for **cross-selling and upselling**, directly contributing to revenue growth and client portfolio expansion.
* Led **strategic product improvements** that reduced client onboarding time by 25% and enhanced overall user engagement.
* Coordinate **internal sprint reviews, retrospectives, and product demos**, ensuring stakeholder alignment and transparency.

**Concentrix India** (**Gurugram**) May’20-Dec’24

Duty Manager | Incident Management-DP

Working as Duty Manager for Microsoft Intune Process- Premier business

* Keep a check of live business on MS Intune-Premier global queues (multiple languages/queues) case assignment.
* Coordinate with In-house /Global teams to have cases assigned as per support boundaries and SLA on tickets.
* Make sure Customer is getting right team and support as per the contract and subscription on the account.
* Track SLA on support tickets in real time.
* Maintain data of SLA miss/met status on daily basis.
* Share through report with Account manager and operations team with real-time issues and relevant fix to mitigate issues with staffing and other issues. (bi-monthly)
* Do a through scrub of cases to make sure customers are getting support as per their availability and TZ.
* Coordinate with diff. teams across globe for timely ticket assignment and Customer connect.
* Coordinate with client TA/PTAs, IM, CSAM, TAM teams in real time for seamless ticket assignment as per severity.

**Concentrix India** (**Gurugram**) Dec’19-May’20

Queue Monitor | Incident Management

Worked as a Queue Monitor for Microsoft EPS- SHA Process (Storage and high Availability)

* Monitor and keep a check of live business on MS EPS-SHA global queues (multiple languages/queues) case assignment.
* Track SLA on support tickets in real time.
* Maintain data of SLA miss/met status on daily basis.
* Coordinate with diff. teams across globe for timely ticket assignment and Customer connect.
* Coordinate with client TAM, IM team in real time for seamless ticket assignment as per severity.

**Concentrix India** **(Gurugram)** June’19-Dec’19

### Worked as Advisor-II MS EPS | Intune

**Intune**: Device and App Management, Manage and protect apps, data across multiple Devices | Platforms.

* To give Customers timely resolution, Tech. Troubleshooting for MS Intune (MDM) product.
* Enroll Devices (Android, iOS, Windows).
* Update Compliance polices.
* Manage Devices and Apps through MDM.
* Manage User Profiles and roles.
* Manage S/W updates through MS Intune:
  + Manage Windows 10 Updates.
  + Manage iOS updates.
* Manage Users, groups and Members
* Troubleshoot on all above issues and Generate RCA reports if needed.

**Convergys India Services Feb’17-June’19**

Worked as Tech lead level-3 **HP Process (Mumbai)**

* Follow policies and procedures (HP) to accomplish all responsibilities and maintains confidentiality of customer information, including both personal and financial information.
* Give timely support to Clients and Further Escalate/ (or connect them) to L-4 team if needed.
* Maintain monthly conversion for the process/sales.
* Take care of retention, provide best support option within the process to clients.
* To work on windows OS along with Servers if needed.
* Work on Home group installation (for all HP or non-Hp PCs)
* Installation of OS, repairs, activation, networking and internet issues.
* Take care of Escalation calls.
* Maintain SLA for team and process.

**Crust Bags Oct 2014-jan-2017**

Worked as Marketing and sales Manager

* Sales and Marketing of musical instrument bags.
* Maintain sales in Northern Zone (New Delhi and Dehradun).
* To achieve given sales targets/Client meetings.
* Online Trading of goods via different online platforms all-over India.

**Concentrix India (IBM Daksh) November 2013- August 2014**

Worked as a Lead (band-5) tech for **Intuit** **QuickBooks** process.

* To give Customers timely resolution, Tech. Troubleshooting for QuickBooks product.
* Product installation over home groups, over severs and connected drives with small business.
* Escalate to data restoration team for further assistance/Data corruption.
* Drive software changes such as parameters setting, re-mappings, loading, data backup, restoration and network connecting.
* Troubleshooting entire network related problems at the last mile Routers and Switches
* Daily trouble tickets report and quality analysing through RCA (root cause analysis)/ RFO (reason

for outage)

**Achievements:**

Coordinated with TL for assistance.

Reduced customer escalations by 30% through various process improvement initiatives

Stellar role in answering escalated technical queries.

**Convergys India Services Jan 2011- May 2013**

Worked as Escalation Engineer**, Microsoft Process (Gurgaon)**

**Role & Responsibilities**

**Jan’11- July ’11 designation TSO**

* Technical support for MS customers regarding windows OS (win XP, Vista, 8, 8.1)
* To make sure process meets Given SLAs.
* Help cx to resolve any issue regarding windows OS.

**July’11- Sep’12 Sr. TSO**

* + To make sure cx get best 1st level support.
  + Undergo various cross platform trainings regarding MS products.
  + Help cx to connect with level-2 team for further support options.

**Sep’12-May’13 Escalation engineer (level-2)**

* + - Call back to CX on Escalation cases to resolve bottle neck issues.
    - Provide E2E support within support boundaries for MS windows product.
    - Keep checking with cx about issue as per CXs availability.
    - To connect CX with level-3 team in case of RFC /out of support issues.

**Achievements**

Top contributor (KC) for almost every month under Bell curve.

Handled team whenever required.

Troubleshooting for Windows XP, Vista, 7, 8, MS-Office, Hyper-V.

Installation, setup, home groups, VM ware, Remote Desktop, RAID configuration, Mirroring etc.

ACADEMIC DETAILS

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **Degree/ Certificate** |  | **Institute (University)** |
| 2010 | B.Tech (Computer Science) |  | Rajasthan Technical University, Kota |
| 2006 | CBSE- XIIth |  | Sarvodaya Vidyalaya, Delhi |
| 2003 | CBSE Xth |  | Sarvodaya vidhalaya, Delhi |

ADDITIONAL QUALIFICATIONS

* ITIL® V4 Foundation Certificate in IT Service Management (Certificate number: GR671257683RS)
* Successfully completed 1.5-month training in CCNA.
* Trained on MS Intune – MDM tool for remote device management and BYOD devices.

EXTRA CURRICULAR ACTIVITIES

* Won 1st prize in hardware presentation at Inter College level (Embedded systems).

For wireless car over RF; used 8086 microcontroller and C lang.

* Member of organizing committee of Annual Sports Meet (GUSTO) during Graduation.

Technical Proficiency

**Platforms**  : Windows, MAC, Linux | Android app development.

**AI & Technical Proficiency**

* **AI Product & Workflow Tools: Trae AI, Cursor AI, ChatGPT (all GPT models), OpenAI API, Hugging Face, and open-source LLM ecosystems.**
* **Automation & Integration Platforms: N8N, Comfy UI, Zapier, and custom AI agent workflows for business and creative automation.**
* **Generative AI & Creative Tools: Stable Diffusion, Adobe Lightroom, Premiere Pro, After Effects, and AI-based content generation workflows (TTS, TTI, and AI video generation pipelines).**
* **Voice & Speech Technologies: Eleven Labs, open-source TTS/TTV model integration, and speech synthesis automation.**
* **Model Training & Customization: Hands-on experience with fine-tuning and deploying open-source AI models for automation and content workflows.**
* **Productivity & Collaboration: MS Office, Notion, Figma, and project management platforms (Jira, and other).**

HOBBIES

* Vibe coding (Web/App development).
* To work on automation process via agentic AI/ Gen AI.
* Photography, Travel and Driving.
* Outdoor/ Indoor games.

**PERSONAL DETAILS**

**Date of Birth** : 6 Sep 1987

**Permanent Address** : V.P.-289-C |Pitam Pura, New Delhi - 110088

**Others**  : Valid Indian Passport.