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PRODUCT MANAGEMENT LEADER | SENIOR MANAGER, CONSULTING

Accomplished Director and Senior Manager with 15+ years of success leading global digital transformation initiatives across Field Service, eCommerce, and Cloud Services for Fortune 500 companies and fast-growing B2B SaaS firms. Expertise in orchestrating complex ERP-cloud integrations (AWS, Azure, GCP), optimizing field service operations, and delivering customer-centric eCommerce platforms.

Proven track record of boosting operational efficiency by 40%, driving revenue growth by 20%, and increasing customer retention rates by up to 80% through strategic governance, predictive analytics, and data-driven decision-making. Known for building high-performing teams, spearheading product lifecycle management, and simplifying complex technical ecosystems into scalable, secure, and profitable business solutions.

Passionate about enabling business success through customer obsession, operational maturity, cloud adoption, and cross-functional collaboration. Adept at steering SaaS optimization, cybersecurity awareness, and field service excellence in fast-paced, high-impact environments.

Key Skills & Competencies
Revenue Growth | Operational Efficiency | Predictive Analytics | Business Intelligence (BI) | Continuous Improvement | Data-Driven Decision Making | Customer Retention | Team Leadership | SaaS Optimization | Cross-Functional Collaboration | Agile Methodologies | Customer Experience (CX) | Business Process Optimization | Lean Management | Cloud-Based Tools | Customer Data Platforms (CDP) | Digital Transformation | Machine Learning | Change Management

PROFESSIONAL EXPERIENCE

PhaseZero Ventures, Remote   **November 2022 - TODAY**
Director of Product Management | AI & Digital Transformation | SaaS & Cloud Solutions | Customer Experience (CX) Leader
Orchestrated customer success by gathering business requirements and crafting comprehensive solution approaches, including detailed solution requirement documents and knowledge transfer initiatives.

- **Revenue Growth & Operational Efficiency**: Led strategic business reviews (Monthly Business Reviews - MBRs, Quarterly Business Reviews - QBRs) and executive/board-level presentations, driving 20% revenue growth and improving operational efficiency. Delivered data-driven insights and performance analytics, identifying business risks, strategic opportunities, and key performance metrics influencing organizational decision-making.
- **Seamless integration** with ERPs such as Karmak, DST, and Infor allows customers to efficiently bring customer and inventory parts data to the Azure cloud platform. This integration streamlines data synchronization, improves inventory visibility, and enhances order accuracy while significantly reducing manual labor. By automating data transfers and eliminating redundant processes by 30%, businesses achieve greater operational efficiency, minimize errors, and accelerate digital commerce growth.
- **Seamless integration** with VIPAR and HDA catalog vendors, empowering customers to migrate parts catalogs to the cloud platform efficiently. This integration optimized data synchronization, enhanced parts visibility, and improved accuracy while significantly reducing manual effort. By automating data transfers and eliminating redundant processes by **30%**, businesses achieved greater operational efficiency, minimized errors, and accelerated digital commerce growth.

- **Data Analytics & Reporting**: Spearheaded the development of data dashboards and real-time reporting tools, providing key insights into e-commerce metrics, customer success KPIs, and sales performance. Utilized advanced business intelligence (BI) tools to track order fulfillment rates and customer retention trends and support resolution efficiency, enabling data-driven decision-making across the organization.
- **Leadership & Team Development:** Led and mentored an operations team, providing coaching and professional development to foster collaboration, accountability, and team empowerment. Encouraged a growth mindset, resulting in a high-performing team that achieved key operational goals and performance targets.
- **Advanced Analytics & Retention Strategy:** Utilized ChatGPT and machine learning algorithms to perform advanced predictive analytics, including churn prediction, customer health scoring, and usage trend analysis. Created actionable customer retention strategies and leveraged marketing automation tools to optimize renewal campaigns and improve customer engagement.
- **Customer Retention & Experience Strategy:** Increased customer retention rates by 70-80% by implementing digital engagement platforms, Customer Data Platforms (CDPs), and a robust Customer Experience (CX) strategy. Focused on customer feedback loops and personalized communication to drive loyalty and satisfaction.

Accenture, Remote   **August 2021 – November 2022**
Business Consulting and Integration Architect Manager
Guided Fortune 500 companies in Digital Transformation. I specialize in identifying requirements, developing functional specifications, requirements, estimates, and conceptual designs, and proposing customer journey roadmaps to deliver a customer-centric service model.
- Reduced sales order booking issues by 45%, saving $100K by improving forward logistics in supply chain management.
- Boosted operational efficiency by 30% by optimizing Incident to Resolution, Order to Cash, Parts Sourcing, and Supply Chain Planning.

PhaseZero Ventures, Remote   **October 2020 - April 2021**
Director, Product Management
Orchestrated Customer Success, Sales, and Development teams. Complete oversight in defining, prioritizing, and managing the roadmap and product life cycle of CxCommerce™, a cloud-based CX platform, including product release readiness.
- Create, document, and enforce deployment methodology to ensure successful implementations. Results: The deployment timeline was slashed from 8 weeks to 4 weeks.
- Analyzed market trends, opportunities, and competition and evaluated potential impact in a challenging environment such as automotive aftermarket, maximizing the chance of targeting the right customer segments by 40%.
- Consolidated report frameworks and KPI metrics, Data Collection, and analyzed data based on analytics to Measure, Monitor, and Act on insights that increased sales and customer lifetime value by 20%.

Oracle Corporation, Colorado   **July 2017 - September 2020**
Senior Principal Product Manager, Field Service Delivery, Software Development
Directed end-to-end product development, including API-driven Mobile Apps (Agile Development) from conception to completion within strict time, budget, and quality constraints.
- Conducted workload assessments and devised new operational processes that led to a 40% increase in productivity.
- Achieved a 10% reduction in field service execution cost by streamlining the automated support process aligned with the best industry-standard practices and a 20% reduction in worldwide operational costs through field optimization and automation.

- Invented a Reinforced feedback tool that boosts the data quality in field service tasks, lowering the rework by 25% and operational cost by 30%.

PhaseZero Ventures, California   **January 2017 - July 2017**
Product Manager, Product Support
Led Customer Success team and implemented Software-as-a-service products related to customer support and other customer communications, customer prospecting, data quality services, AWS account, and customer segmentation.
- Enhanced sales by 7% through the execution of promotions and incentive life cycle management solutions with promotion templates targeting audiences based on customer loyalty, new parts, and stock clearance.

Oracle Corporation, California   **September 2007 - December 2016**
Senior Principal Product Manager, Mobile Field Service (August 2012 - December 2016)
Led Field Service product management team and deployed decentralized task scheduling that enabled customers to minimize issue resolution time by 20% and boost customer satisfaction index by 15% per quarter.
Principal Product Manager, Mobile Field Service (August 2007 - December 2012)

CERTIFICATIONS AND TRAINING

Certifications
- Cloud & Technology Certifications:
  - Cloud Architecture: Advanced Concepts – Expertise in designing and managing scalable, secure, and cost-efficient cloud solutions, utilizing platforms like AWS, Azure, and Google Cloud.
  - Technology for Product Managers – Specialized in leveraging cutting-edge technologies to drive product innovation, agile development, and strategic alignment between product, engineering, and business teams.
- Data Science & AI Certifications:
  - Generative AI (ChatGPT) – Specialized in leveraging Generative AI models, such as ChatGPT, for natural language processing (NLP), automated content creation, advanced data analysis, and enhancing customer interaction strategies.
  - Machine Learning – In-depth knowledge of supervised and unsupervised learning, predictive analytics, and algorithm optimization to solve complex business challenges and improve data-driven decision-making.
  - Executive Data Science – Advanced understanding of data science techniques, big data strategies, and data visualization to lead digital transformation initiatives and implement actionable business insights.
  - Chatbot Essentials – Proficiency in developing and deploying intelligent chatbot solutions using AI-driven technologies to improve customer service, engagement, and support workflows.

Education
- Master of Science (M.S.), Information Science
  Colorado Tech University
  Specialized in data analytics, cloud computing, information systems management, and digital transformation strategies. Focused on developing expertise in big data management, data visualization, and enterprise IT solutions for driving business growth and operational efficiency.
- Master of Science (M.S.), Physics
  Mahatma Gandhi University, Kerala, India
  Gained advanced knowledge in computational modeling, quantum mechanics, statistical physics, and applied mathematics. Analytical and problem-solving skills applied to complex scientific challenges.