Ashish Kumar

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Profile Summary

- **7+ years** of experience in **developing IT products** in Wellness, Aerospace & Defense, and mobility Industry
- Adept at **requirements management, product lifecycle**, **agile/waterfall** implementations, and **design thinking**
- Experience in finding **market requirements**, converting them into **business cases**, proposing the **Strategy**, creating **Roadmaps**, product development, **Web/Data Analytics**
- Exposure to building **AI/ML models** for data-driven operations and conversant with **emerging technologies** including **FinTech**, **Gen AI, LLM, IoT** & **cloud**

Education

Course	Institute
MBA –	SPJIMR Mumbai
B. Tech	NIT Hamirpur

Competencies:

Product Strategy | Product Management | Go-to-market | Product Backlog Management | Design thinking | Agile | GAP analysis| Data Science |SQL |API | Backlog grooming | Python | JIRA | Wireframing |A/B testing | LLM | Gen AI |

Professional Experience	7 Years 5 Months
Daxko	Product Manager	**2024- Present**
Airbus	Product Manager (E2)	**2020 -2022**
Alstom	Product Design Engineer	**2016 -2020**

Product Manager – Club Automation (B2B SaaS Membership Management Software)

Product Strategy & Innovation

- Developed and executed strategies to enhance **product functionality**, leading to a **$200K ARR** increase through cross-sell opportunities such as analytics dashboards.
- Introduced **AI/ML**-based **churn prediction models**, enabling gyms to retain members proactively, reducing churn by 15%.
- Spearheaded **CRM integration** to streamline customer management, improving NPS by 20%.

Customer Discovery & Insights

- Conducted over **50 interviews with gym owners, staff, and members** to identify pain points in membership management, shaping the product roadmap to meet real-world needs.
- Partnered **with client success teams** to gather and **analyze customer feedback**, leading to the development of features that increased gym member **engagement by 10%**

Customer Engagement Features

- Launched **push notification** and SMS services, improving gym member engagement and increasing customer retention rates by 10%.

Analytics & Business Insights

- Designed member activity and churn **analytics dashboards**, enabling gyms to optimize manpower planning and reduce operational inefficiencies, contributing to a 25% boost in operational efficiency.

Agile & Cross-Functional Leadership

- Directed sprint planning, backlog prioritization, and cross-functional coordination, improving feature delivery timelines by 20%.
- Collaborated with engineering, DevOps, and marketing teams to ensure seamless product launches and feature rollouts.

Product Owner (E2) – Skywise Fleet Management Software (SaaS Fleet Management Platform) - ARR: $1.5M USD

Product Vision & Strategy

- Led the development of Skywise, a fleet management solution that reduced downtime by 20% for airlines like Indigo, resulting in annual cost savings of $500K.
- Aligned product vision with Airbus' digital transformation goals, improving operational efficiency for airline clients by 25%.

Customer Discovery & Prototyping
- Conducted extensive user research and workshops with airline operations teams, ensuring the MVP addressed critical needs such as downtime reduction and compliance management.
- Validated product-market fit through early customer pilots, gathering insights that informed the development of the full product.

Predictive Analytics & Operational Efficiency
- Introduced predictive maintenance analytics using AI/ML features, minimizing unplanned maintenance and reducing operational costs.
- Delivered advanced BI dashboards and reporting tools, providing airlines with real-time fleet performance insights.

Agile Leadership & Stakeholder Collaboration
- Facilitated sprint planning and backlog refinement, reducing support tickets by 25%.
- Worked closely with airline clients, incorporating feedback to improve the user experience and increasing NPS from 20% to 40%.

Awards and Achievements
- Won **two spot** awards among 150 employees for **critical project delivery** and high **customer satisfaction**
- Filed a **patent** titled "AUTOMATIC WALL PAINTING SYSTEM", winning **the best innovation** award in the institute

Academic Projects
- **Product Management**: Created Zepto's customer **journey maps** for different user segments to identify pain points
  - Recommended new **product features and enhancements** to address key **user needs** and **friction points**
- **Analytics**: Analyzed **healthcare and socioeconomic data** across countries using statistical techniques in JMP
- **Data Visualization:** Gained business insights by **creating interactive dashboards for Swiggy using Tableau**

Certifications
- **Agile Project Management**: Google