Tanmoy Adhikary

Product Manager [LinkedIn](#)

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I am an award-winning product manager with over 8 years of experience in helping organizations across Retail, FinTech, and Enterprise SaaS achieve their business goals by increasing customer satisfaction and driving revenue growth through my expertise in AI-driven SaaS solutions, strategic roadmapping, agile sprint planning, competitive analysis, and lifecycle management.

In the last 3 years, I have driven a 20%+ increase in customer satisfaction and ₹250M+ revenue growth by launching high-impact AI-powered products across 6+ countries.

"Tanmoy is a good and hardworking product manager. He brings with him Empathetic, Listening and analytical skills which helps him to be a good person to work with. He would be a good asset to any team." ~ Vishwas T M, Group (Lead) Product Manager at Tesco

Experience

Digital Harbor Inc.
Product Manager   Jan'24 – Jun'24

- Increased search efficiency by 40% by defining and executing the strategic vision for enterprise products like Social Profile, Social Tag, and Social Search, leveraging NLP and LLM to enhance user experience, streamline workflows, and drive continuous innovation.
- Boosted user adoption by 35% by developing a 0 to 1 AI-powered enterprise search product, utilizing NLP for unstructured queries, intent-based algorithms, workflow automation, and entity-based search to improve efficiency and collaboration.
- Reduced task completion time by 25% by leveraging AI for personalized search recommendations, crowdsourced insights, and instant teammate matching, streamlining workflows and task management.
- Enhanced data retrieval accuracy by 30% by designing an AI-powered Social Tag system with intent-based tags, autocomplete tags, and searchable reference tags, enabling seamless cross-application functionality and boosting productivity.

GradRight EdTech Pvt Ltd
Product Manager   Oct'23 – Jan'24

- Doubled conversion rates by 200% by engineering a Random Forest model with 87% prediction accuracy, empowering students to make well-informed application decisions.
- Increased product adoption by 150% by devising a high-adoption SelectRight roadmap, aligning features with user needs through extensive interviews to reduce churn and enhance product relevance.

Paytm
Product Manager   Jun'23 – Sep'23

- Boosted customer spend by 12% with the launch of Dynamic Rental Plan, UPI Autopay, and Premium Care features, tailored to meet diverse user needs and strengthen loyalty.
- Reduced churn by 10% by commanding the Soundbox roadmap, delivering 9+ high-impact features in two months through effective collaboration with engineering, design, and sales teams, enhancing customer acquisition and retention.

Xiaomi India
Product Manager   Apr'19 – May'23

- Led a team of 3 Product Managers to design, develop, and scale 9+ B2B sales products across India, Bangladesh, Nepal, and Sri Lanka, driving end-to-end execution from ideation to implementation.
- Saved ₹7.5 million in setup costs and ₹25 million in recurring costs, reducing stockouts by 40% through the development of the Mi Retail in-house product with 50+ features, including real-time inventory tracking, order

management, and sales analytics to streamline operations.

- Boosted customer satisfaction by 9% (CSAT) and improved NPS from 31 to 35 by deploying a multilingual chatbot with text-to-speech capabilities, which reduced Average Handling Time (AHT) by 20% and enhanced non-voice customer service efficiency by 15%.
- Enhanced brand engagement by 25% across 1,000+ stores by developing a Demo App integrated with a centralized content management system (CMS), delivering customized product content to improve product awareness and customer retention.
- Increased service delivery speed by 15% and reduced manual workload by 60% by deploying RPA solutions for automated CN/DN generation, reconciliation, and inventory replenishment, optimizing the order-to-cash process in COCO stores.

Mahindra & Mahindra Ltd.
Sales Manager   Aug'14 – June'17

- Enhanced customer satisfaction by 12% for 10,000+ customers by reducing service lead time by 50%, contributing to a 9% increase in quarterly sales through optimized service processes and touchpoints.
- Doubled dealership profitability by instituting value-added services and a partner pooling strategy, creating sustainable revenue channels and fostering long-term customer loyalty.

Skill

Product Management & Strategy: Requirements Gathering, Product Strategy, Roadmap Management, Agile Sprint Planning, Product Reviews, Platform Strategy, Competitive & GAP Analysis, Lifecycle Management, Product-Market Fit, Strategic Roadmapping.

Technical & Analytical Skills: Advanced Excel, SQL, APIs, AWS, Data Analytics (Power BI, Tableau), FMEA, Spend & Trend Analysis, Product & Churn Analytics, KPI Tracking, Process Optimization.

Design & User Experience: Wireframing & Prototyping (Figma, Adobe XD), Customer Journey Mapping, User Research, Usability Testing, Competitive Positioning, UX Design, Feature Validation, Localization, Customer & User Onboarding.

Education

Indian Institute of Management (IIM) Lucknow   June'17 - Mar'19
MBA (Flagship PGP): Marketing & Strategy, General Management

Jadavpur University   July'10 - May'14
Bachelor of Engineering: Mechanical Engineering

Certifications

Project Management Professional (PMP)   Issued Feb 2024 - Expires Feb 2027
Project Management Institute

Professional Scrum Product Owner™ I (PSPO I)   Issued Jul 2023 - No Expiration
Scrum.org

Awards & achievements

Won 'Best Employee', 'Best Team', 'Best Special Mention', 'Super Avenger' award @Xiaomi 4 times in a row
Won spot awards from Zonal Manager @Mahindra 5 times