



Vinay Narayanan

Australia Permanent Resident (subclass 189)

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As a self-starter, result-oriented and highly motivated leader and with over 12+ years of product design, delivery and growth experience, I aim to build solutions that matter, make a difference & drive change.

🎓 EDUCATION

Masters of Science in Computer Science

🏛️ University of Southern California

📍 Los Angeles, California, U.S.

🕒 Aug 2004 – May 2006

Bachelor of Engineering in Computer Science

🏛️ University of Mumbai

📍 Mumbai, India

🕒 Jun 2000 – May 2004

👜 WORK EXPERIENCE

Senior Product Manager

🏢 Gupshup

📍 Mumbai, India

🕒 Oct 2016 – Present



Responsible for growth and scale of Gupshup's Smart messaging platform that handles 4+ Billion messages per month & serves over 20K+ enterprise clients, 40K+ active chatbot developers and SMEs

- ✓ Assisted the CEO in executing 8+ product launches, PoCs for strategic initiatives and maintaining over 20+ channel integrations and relationships with Google, Microsoft and several global technology giants
- ✓ Leveraged early access partnerships with Facebook to build smart messaging products for SMEs to engage with their customers globally resulting in ~5X more customer engagement & interaction
- ✓ Managed continuous improvements to Gupshup's NLP capabilities (from ~72% to ~96% intent & entity recognition) with new learning techniques and efficient sourcing of testing and training data.
- ✓ Setup processes to make available, prepare and analyze billions of messaging data to build AI/ML models to classify messages (with ~96% accuracy for first version) to deliver insights for our messaging products globally, to our clients (B2B), customers (B2C), OEM partners & chatbot developers
- ✓ Helped evangelize and drive user growth by ~25% of our chatbot platform with product demos at global developer/entrepreneur communities and conferences and hosting numerous webinars / meetups.
- ✓ Lead agile development cycles (2-3 weeks) with small engineering teams (max 2-4) to deliver product updates, prioritize & plan future releases and adapt delivery to changing business needs

Product / Engineering Manager

🏢 AppsDaily Solutions Pvt. Ltd.

📍 Mumbai, India

🕒 Aug 2014 - Oct 2016



Set up AppsDaily's Digital Business – AppsDaily Mobile Protection (>800K offline purchase installs) and Sales channel (semi-closed digital wallet) for 4000+ national retail and sales partners

- ✓ Managed overall product roadmaps & market delivery, wireframe and UI mockups, user experience and customer journeys, competitor market analysis, technical architecture design

- ✓ Experimented with data analytics & visualizations methods & setup internal tools to measure and monitor daily customer growth of ~14% over 18 weeks period
- ✓ Led self-starter initiatives with A/B testing that improved user retention by ~18% and in-app sales by ~4% and marketing campaigns that increased user engagement by ~10%
- ✓ Hands-on approach to engineering aspects such as Android/iOS and server side architecture, API designs and flows, data privacy & security aspects and mobile UI development kits
- ✓ Mentored 2 Management trainees and 1 Analyst to star performers for 2015

Assistant Manager

 PriceWaterhouseCoopers

 Mumbai, India

 Dec 2012 - Aug 2014



Project manager for bid evaluation & manager of 2 key Safe & Smart city projects (worth ~230 Million USD) with the Home Department, Government of Maharashtra (GoM), India

- ✓ As PwC SPOC & representative to GoM, led the proposal structuring & solution evaluation (technical, financial and implementation) for India's largest city-wide CCTV network security surveillance projects
- ✓ Helped curate of Safe & Smart city knowledge repository of concepts, frameworks, solutions and implementations that led to new consulting opportunities worth ~5+ Million USD

★ 1st Runner up @ PwC Global Innovation Contest 2014

★ Individual PwC Experience Award

Senior Analyst

 Asurion

 San Mateo, California

 Mar 2011 - Nov 2012



Responsible for the successful launch of 3 flagship products (Solutio, Walmart product care, MetroPCS mobile protection) where I defined overall product UI/UX, solution design, data analytics (usage, behavior, performance), customer engagement metrics & go-to-market strategy

- ✓ Achieved growth of over 2 to 10 million+ customers across my products
- ✓ Effectively liaised with core R&D, operations, product & marketing teams to design business solutions & opportunities that led to 2 new products, 1 new line-of-business and ~15% increase in annual sales
- ✓ Co-founded a Center of Excellence (CoE) for good product specs, user experience design and technical documentation that was later adopted as company-wide standard

★ Receive 2 Asurion SPOT Awards in my 1st year

Senior Consultant

 Capgemini

 Los Angeles & San Jose, California

 Jun 2006 - Mar 2011



Senior Business Analyst on 6 successful strategy and transformation projects across domains such as Insurance, Healthcare, Entertainment and Digital Supply chain

- ✓ Successfully managed overall project scope, timelines, deliverables, business and technical requirements/use cases (~1000+ user stories) and quality assurance metrics, scope and test scenarios
- ✓ Promoted for my additional contribution in 4+ Business development initiatives / sales opportunities where I assisted in articulating functional solutions & recommending business process improvements