

CHAITANYA REDDY

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email: chaitanyareiddy@gmail.com

Location: BC Canada

Product Manager

Portfolio: [chaitanyareiddy.github.io](https://github.com/chaitanyareiddy)

SUMMARY

Product Manager specializing in AI, Data Analytics, and Healthcare SaaS. Experienced in product discovery, regulatory AI strategy, digital transformation, and KPI-driven optimization. Strong background in healthcare workflows, analytics, and Agile execution.

TECHNICAL SKILLS

AI & Data

- Generative AI Strategy
- Prompt Engineering RAG
- Responsible AI
- Model Evaluation

Tools: LLMs, Vector Databases

Product

- Product Discovery
- Roadmapping
- Feature Prioritization
- Agile/Scrum
- GTM Strategy

Tools: Jira, Figma, Confluence, Notion, A/B Testing

Analytics

- KPI/OKR Tracking
- Funnel & Retention
- Data Visualization
- Executive Reporting

Tools: Power BI, Mixpanel, Google Analytics

Technical

- Data Analysis
- AWS Cloud
- API Integration
- DevOps Fundamentals

Tools: SQL, Python, AWS

Domain

- Healthcare
- Compliance
- Pharma Workflows
- Regulatory Risk
- Regulated AI Validation

PROFESSIONAL EXPERIENCE

Product Consultant – Product Strategy & Operations

NewLook | British Columbia

Jan 2024 - Present

Infinilook Program | Consumer Subscription & Digital Platforms

- Led customer discovery and pricing analysis with 35+ users, validated adoption drivers and viability thresholds, driving 18–22% adoption and 10–12% attach-rate lift.
- Identified EMR usability friction through feedback loops with frontline teams, accelerating adoption and improving workflow consistency.

Business Analyst – Healthcare Digital Transformation

Cognizant | British Columbia

Oct 2022 - Jul 2023

- Gathered and documented requirements for a healthcare claims modernization project, reducing manual processing by 25% and improving turnaround time by 18%.
- Analyzed claims data using SQL and Excel to identify bottlenecks, reducing processing delays by 15% and defects by 20%.
- Built Power BI dashboards tracking 10+ KPIs, improving stakeholder visibility and reducing manual reporting effort by 30%.

PowerBI Analyst

Frespoint | British Columbia

Jan 2022 - Aug 2022

- Built Power BI dashboards tracking 10–15 KPIs, enabling stakeholder visibility and data-driven prioritization.
- Identified performance trends and operational gaps, reducing manual analysis effort by ~30%.

Supervisor(Customer Service)

Maximus Canada | British Columbia

Jul 2020 - Dec 2021

- Led onboarding and performance management for 15 associates, improving service quality consistency and team accountability.
- Conducted monthly quality analysis and coaching, contributing to improved call quality scores and customer satisfaction.

CERTIFICATIONS

- **Certified AI Practitioner** (Foundational – Early Adopter) - AWS
- **GenerativeAI**[Fundamentals, Solution Development, Application Development and Monitoring, Application Evaluation and Governance]– Databricks
- **Generative AI: Prompt Engineering** – IBM (Coursera)
- **Generative AI Essentials** – IBM (Coursera)
- **Generative AI for Business Intelligence (BI) Analysts** - IBM(Coursera)

PROJECTS

Krisper — AI Regulatory Intelligence Copilot

Krisper is a regulatory intelligence platform designed for pharmaceutical and medical device teams to retrieve accurate, citation-backed guidance from complex regulatory documents. It uses retrieval-augmented generation (RAG) with confidence scoring and human validation to ensure traceable, defensible AI-assisted decision-making in regulated environments.

Infinilook — Consumer Subscription & Digital Platform

Infinilook is a 3-pair eyewear subscription program supported by digital workflow integration, designed to improve customer retention and lifetime value. The project focused on pricing strategy, user adoption drivers, and EMR system integration to streamline sales processes and enhance program scalability.

HIGHLIGHTS

- Deep understanding of building AI systems for regulated environments, prioritizing traceability, auditability, and risk mitigation over raw automation.
- Strong grasp of product analytics, defining North Star metrics, baseline assumptions, and hypothesis-driven experiments to guide decision-making.
- Ability to translate complex healthcare and operational workflows into scalable digital solutions aligned with compliance requirements.
- Structured product thinker who balances innovation with governance, ensuring measurable business impact and institutional trust.
- Experienced in connecting user discovery, pricing strategy, and workflow optimization to drive adoption and long-term value creation.

EDUCATION

Product Management Bootcamp

University of Toronto

Oct 2025- Feb 2026

Practical training in product discovery, strategy, execution, and go-to-market using real-world PM frameworks.

Masters in Administrative Science- Global Health and Human Service Administration

Fairleigh Dickinson University

Jan 2019 - June 2020

Core skills: strategic planning, healthcare finance, compliance/policy, program evaluation, organizational leadership, and systems thinking.

INTERESTS

- Reading Books
- Cooking
- Curious to know new developments in AI