

CHAITANYA REDDY

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Product Manager Portfolio: chaitanyareiddy.github.io

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	Product	Analytics	Technical	Domain
<ul style="list-style-type: none">Generative AI StrategyPrompt Engineering RAGResponsible AIModel Evaluation Tools: LLMs, Vector Databases	<ul style="list-style-type: none">Product DiscoveryRoadmappingFeature PrioritizationAgile/ScrumGTM Strategy Tools: Jira, Figma, Confluence, Notion, A/B Testing	<ul style="list-style-type: none">KPI/OKR TrackingFunnel & RetentionData VisualizationExecutive Reporting Tools: Power BI, Mixpanel, Google Analytics	<ul style="list-style-type: none">Data AnalysisAWS CloudAPI IntegrationDevOps Fundamentals Tools: SQL, Python, AWS	<ul style="list-style-type: none">HealthcareCompliancePharma WorkflowsRegulatory RiskRegulated AI Validation

PROFESSIONAL EXPERIENCE

Product Consultant – Product Strategy & Operations Jan 2024- Present
NewLook | British Columbia

- 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 Oct 2022 - Jul 2023
Cognizant | British Columbia

- 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 Sep 2022 - Aug 2023
Frespoint | British Columbia

- 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) Jul 2020- Aug 2022
Maximus Canada | British Columbia

- 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