## Dentak Raman Patkar



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**Profile:** <https://www.linkedin.com/in/dentakpatkar/>

**Visa Status:** Green Card; Authorized to work for any employer in USA



**SUMMARY**

* Software professional with vast experience in leading, architecting, designing, and developing products, solutions, and deployments of Customer Experience Platforms, Analytics Platforms, and Packaged Conversational AI solutions across both small and large organizations.
* Pragmatic Certified with 10+ years of experience in product management; helped teams and organization meet its strategic goals by leading multiple products across entire product life cycle.
* Previously worked as engineering manager; have deep understanding about engineering practices.
* Seeking a product leadership role in a top tier company where I can apply my proven abilities to help deliver value through products and services, while further enhancing my learnings.



**SKILLS:**

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| **Product Management** | Product Vision, Strategic Direction, Product Roadmap, Business Plan, Use Cases, User Stories, Solution Architecture, Product Design, Product Innovation, P&L Management, Pricing Strategies, ROI Analysis, Market Research, Competitor Analysis, Technology Assessment, Requirements Prioritization, MVP, 0-to-1 Product Launch, Product Training, Customer Retention Strategies, Vendor Management |
| **Domain** | CCaaS, Contact Center, Agent Desktop, IVR, NLU, Conversational AI, Telephony, Historical and Realtime reporting, Packaged Bots, Managed Services |
| **Solutions** | SaaS, PaaS, Cloud Solutions, AWS, Application Platform Solutions, API, Frontend and Backend Applications, Online systems, Batch-processing systems |
| **Analytics & AI** | Data Analytics, Conversational AI, NLU, LLM, Text Analytics, Tableau, Python |
| **Security** | Data Privacy, Data Security, PCI, HIPAA, TCPA, GDPR, SOC |
| **Programming** | Understanding of programming with C/C++, Java, C#, dotNet, PL/SQL, Python, JQuery, ReactJS, AngularJS, NodeJS, VXML |
| **Databases** | Oracle, MS SQL Server, MySQL, MongoDB, Hadoop |
| **Tools** | SVN, GitHub, Jira, ProductBoard, MS Word, PowerPoint |
| **Methodologies** | Waterfall, Agile Scrum, DevOps |



**EXPERIENCE**

**Group Product Manager, Concentrix, Jul 2018 – Till Present**

* Delivered 5 new product business plans, 3 new product launches (0-to-1), and 10 major version releases of multiple products.
* Secured over **95% customer retention YoY** and a steady revenue across the portfolio by actively engaging and communicating with clients and defining strategic and tactical roadmaps.
* Rejuvenated Financial Suite product life cycle from -5% YoY revenue to **12% revenue growth YoY** by innovation and adopting the product to latest industry trends.
* Achieved **40% increase in MAU** and 120% increase in User Engagement in 2 years on Analytics Portal that provides insights for businesses into their application usage and customer journey.
* Innovated a pricing model for Managed Service and created a pricing tool that yielded **25% reduction in RFP response time**.
* Designed, implemented, and managed a **feature intake process** to help streamline assessing, standardizing, approving, and prioritizing requirements from different stakeholders. ProductBoard integrated with Jira was used for this ideation-to-release process.
* **Mentoring** diverse set of individuals to help them excel in the field of Product Management.

**Sr Product Manager, Concentrix, Jan 2013 – Jun 2018**

* Reduced technical debt by achieving **90% upgrades** of Financial Suite product in 1 year through sales campaign by streamlining sale-to-deploy process and packaging licenses with installation and configuration resource hours.
* Deployed contextual training videos on home-grown Business Analytics portal, reducing number of support tickets on the product from **40 per week to 10 per week**.
* **Saved $200K annually** in support costs for the business unit by identifying skilled resources and setting up offshore support center for Business Analytics product.
* Designed and **delivered 50 days of training** comprising of various classroom-based and remote training sessions. The training included modules of platform administration and application development using low-code/no-code tools.

**Senior Manager R&D, Concentrix, Jan 2011 – Dec 2013**

* Managed product development teams, delivered product releases following Agile-Scrum development methodology, provided customer support, and helped implementation teams.
* Created an employee-performance assessment model that standardized performance reviews of team members across different types of projects and roles.
* Developed a reusable demo framework and delivered 12 demos in 6 weeks with customized use cases to prospective customers of agent desktop solution.

**Project Manager, Axis IT&T Ltd, May 2007 – Dec 2010**

* Managed offshore team and deliverables for customer experience and contact center applications.
* Built a new team of 15 java developers by leading recruitment and hiring efforts to work on various projects including frontend and backend solutions.
* Delivered initial release of packaged IVR solution and led 0-to-1 product development effort.

**Prior Experiences**

* Team Leader, Axis India Pvt Ltd, 2002-2007 – Java, C++, IVR, VXML Developer
* Module Leader, Information Technologies India Ltd., 2001-2002 – C# .Net Developer
* Consultant, Techspan, 2000-2001 – C++ Developer
* Software Engineer, Tata Infotech Ltd., 1997-2000 – C++ Developer



**EDUCATION**

* Master of Business Administration (MBA)-Executive, NMIMS, India.
* Bachelor of Technology (BTech), Indian Institute of Technology (IIT), India



**CERTIFICATES, RECOGNITIONS & SEMINARS**

* AI for Product Management ([Link](https://www.credly.com/badges/a4dbf591-3770-4418-9e3c-bf8be2590586/public_url))
* Dean’s List Silver Medal for academic excellence in MBA from NMIMS
* Pragmatic Certified Product Manager & PMC Level III (Foundation, Focus, Build) ([Link](https://www.credly.com/users/dentak-patkar/badges))
* “Performance That Inspires” award from organization leadership
* AWS Partner Accreditations in Technical, Business, and Cloud Economics ([Link](https://www.credly.com/users/dentak-patkar/badges))
* Institute of Product Leadership seminar on “A Day in the life of Product Manager”
* Manpower session “Everything You Ever Wanted to Know About Negotiation”

