

## SENIOR PRODUCT MANAGER

 +91-9066582930

Results-driven Senior Product Manager with expertise in strategy, innovation, cross-functional leadership, market insights, and successful product launches. Strong technical acumen and AI understanding for scalable, revenue-generating solutions. A collaborative and visionary leader committed to empowering teams to exceed organisational goals while fostering a culture of excellence and innovation

Present **SKELLAM.AI – BANGALORE** (SENIOR PRODUCT MANAGER)

- Lead requirement tracking, prioritization, roadmap aligned with vision. Set milestones, deliverables, and shape customer-facing aspects.
- Led efforts to advance Deepbrew AI (A Starbucks AI product), concentrating on food recommendations, inventory management, and on-time deliveries.
- Developed **B2B app** for enhancing loyalty and engagement for restaurant and retail sector with tailored campaigns and multi-channel strategies. Also, aided **B2C app** for personalised offers and deals.
- Researched US based POS systems, connected with providers, and smoothly integrated their solutions into our system.
- Used Chat GPT for text analytics, email content generation, and concise summaries in our product.
- Collaborate closely with the UI/UX and QA teams to improve and ensure the stability of the product. Additionally, partner with cross-functional teams to ensure the alignment of strategic objectives.
- Reduced the churn rate from **30% to under 8% by increasing user engagement** on platform.

Sept 2021

Jan 2021 **CROSSLIGHT APPMISSIONS – BANGALORE (PRODUCT MANAGER)**

- Stabilised and relaunched the product in the market and **increased team's velocity by 20%**.
- Grew **new user connections** within the first 90 days **by 45%**.
- **Reversed** a year-long paid subscriber **decline from -5% month-to-month to +12% month-to-month**.
- Optimised user onboarding, which resulted in a **85% decrease in onboarding TAT** and a 40% decrease in drop-offs.

Jan 2021

May 2019 **KREDX – BANGALORE** (PRODUCT MANAGER, SENIOR QA ENGINEER)

- Increased the productivity of the **risk/ops team by 60%**.
- Improved UX measures by 45% through increased user feedback collection.
- **Reduced** deal listing **TAT from 4 days to 1 day** by automating the invoice collection and verification.
- Conducted in-depth root cause analysis of critical defects reported by customers, leading to prompt issue resolution and increased customer satisfaction.

May 2019

March 2017 **KEYSTRIDE LABS PVT. LTD - BANGALORE (QA ENGINEER)**

- Was responsible for Requirement gathering and analysis, Breaking it down into Use cases and Test planning..
- Involved In designing Test Framework, Designing and executing Test Scripts.
- Implemented robust testing methodologies and streamlined QA processes, resulting in a significant reduction in software defects and faster time-to-market for financial products.

March 2017

August 2015 **STEPSTOINDIA - CHANDIGARH, INDIA (CO-FOUNDER)**

- Co-founded this company with a vision to create a product which would give visibility of attractions/restaurants/events in a new city.
- Also provided development services to Lifted Web solutions, Ontario, Canada.

August 2015

May 2014 ALTIS INFO SOLUTIONS – CHANDIGARH (SOFTWARE DEVELOPER)

- Design and Development of various features in the product, contributed in end-to end deliveries of multiple automation solutions.
- Identified and resolved critical bugs, leading to a 40% reduction in customer-reported issues.

May 2014

June 2012

- Product roadmaps
- Agile methodologies
- Product pricing
- Market Analysis
- Research (market and competitive)
- Cross-functional Team Leadership
- Go-to-Market Strategy
- User onboarding strategy
- Conducting customer interviews
- UX and UI design
- Design Wire-framing

- Leadership
- Analytical thinking
- Problem solving
- Time management
- Project management
- Collaborating with cross-functional teams

- Individual Extra Miler Award, KredX
- Individual Extra Miler Award, KredX
- Worked in All India Radio as child artist.

- M.Tech in Computer Science from Punjab Technical University (2015)
- B.Tech in Computer Science from Punjab Technical University (2012)