

Ananya Roy

Bangalore | +91 9062505800 | royananya.92@gmail.com | [Linkedin](#)

WORK EXPERIENCE

Product Manager at Radium.ai

Feb 23 - Present

- Developing an AI-driven ITSM product , **reducing average support agent response time by 50%**.
- Led cross-functional team (~15) to establish V2, generating **\$100k** quarterly revenue in its first year.
- **4 clients in 4 months**: Rapid growth via LinkedIn marketing and successful lead generation with Sales.
- Radium AI reduced human intervention in **bot failure by 30%**

Associate Product Manager at Ola Cabs

Nov 19 - Feb 23

- Developed OCR solution, reduced 80% ride fraud, saved 2cr globally.
- Expanded digital payment partnerships by 10% to diversify payment options.
- Led the development of digital payment product, resulting in a 30% increase in user adoption and a 25% boost in revenue
- Built an In-app Chat feature to reduce the bookings with call from 48.3% to 38.6%
- Conducted extensive driver interview and market study for the redefining the booking EXP.

SDET 2 at Ola cabs

June 19 - Oct 19

- Spearheaded the global testing and deployment of the iOS Driver app.
- Led 10-member cross-functional team, ensuring a successful app release across all platforms.

SDET 1 at 247.ai (Innovation Labs)

Aug 17 - May 19

- Extensive automation of APIs through shell scripting, reducing client onboarding effort from 2 days to 15 minutes
- End-to-End testing of the Data pipeline, ensuring Data Quality, and implementing Python Scripting (Panda Data Framework) for Data quality check and validation, resulting in reduced manual effort.
- Proficiently handled JIRA, automated regression, smoke tests with Selenium, and excelled in scrum workflow.

Test Engineer at Infosys Testing labs

Jan 15 - July 17

- Delivered demos to over 20 clients, collaborated with cross-functional teams (presales and marketing), and thrived in efficient Scrum management.

Cofounder of [BlendWithBenefits Café](#)

July 19– Oct 19

- Created a healthy, sustainable, conscious food solution, ~1 lakh revenue MOM from all platforms (online and offline).

SweatEquity Partner of [SkylaundryLounge](#)

Aug 15 - Jun 16

- A 1 year of journey of start up experience from value discovery to creating value to selling value
- Roles involved , market research , Strategy Planning , Operations, Product Design, Marketing and Sales.

EDUCATION

Btech , WBUT (8.6 CGPA)

2010-2014

Class 12, WBCHSE (78%)

2008-2010

Class 10, ICSE (92.2%)

2008

PROFESSIONAL SKILL SET

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|--------------------------------------|-------------------------|--------------------|
| • Agile Methodology | Automation testing | Data Analytics |
| • User Story Management | ITSM Tools/SLA | CICD Pipeline |
| • Product RoadMapping | Android Testing | Digital Payment |
| • Market Research | Web APP Automation | Leadership |
| • Database Management | JAVA, Python , Perl | CustomerExperience |
| • StakeHolder Management | API Management | Backlog Management |
| • Cross Functional TeamCollaboration | Technical Understanding | |