

# GARGI SINGH

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## PROFESSIONAL SUMMARY

A Strategic Product Manager with 6+ years of experience leading SaaS, platform and enterprise product launches, end-to-end product strategy, and optimisation across global markets (US, EU, Asia). Proven expertise in GTM speed optimisation, pricing enablement, and scalable catalog management. Skilled in driving cross-functional alignment, accelerating new product introductions, and delivering measurable impact through data-driven decision making. Adept at transforming complex business needs into platform-first, high-leverage solutions that enhance monetisation and time-to-market.

## CORE COMPETENCIES

- Product Management:** GTM Strategy & Speed Optimisation, Product Roadmap Creation, Product Catalog & SKU Management, Pricing and Monetisation Strategy, SaaS Platform Scalability, User Stories, Backlog Management, Market Research & Analysis, Product Launch, MVP Development, Competitive Analysis, Prototyping & Wire-framing.
- Leadership and Strategy:** Cross-functional Team Leadership, Stakeholder Management, Vendor Management, Client Engagement, Process Improvement, KPI Definition & Tracking, Root-cause Analysis
- Analytics & Insights:** Data-driven Decision Making, Web Analytics, Business Intelligence (Power BI, Tableau, Cognos), Performance Metrics, Customer Behaviour Analysis
- Technical Proficiency:** SQL, Python, C, ETL Tools (SSIS), Cloud Platforms (AWS, Azure), AI/ML Solutions, LLMs, RAG Architecture, Big Data Analysis, Generative AI, Prompt engineering, Agentic AI, Vibe coding
- Methodologies:** Agile, Scrum, Data Governance, Quality Frameworks, Design-Thinking
- Tools and Platforms:** Jira, Confluence, Atlassian, Figma, SSMS, SSIS, AWS, Azure DevOps, Cognos, Power BI, Lovable, n8n, Repl.it

## WORK EXPERIENCE (6 years)

### Product Manager - SHL

Gurugram, Haryana  
Feb 2025 - Sep 2025

#### Strategic Product Launch - Realistic Job Preview module

- Spearheaded end-to-end GTM product strategy and launch of Realistic Job preview solution, enabling self-selection based on job alignment and improvement in candidate funnel quality for the recruiters.
- Data-driven Insights: Leveraged analytics to identify target audience segments (EU & US regions), and improved candidate funnel quality by 12.5% in US and 17.8% in EU regions respectively.
- Partnered with pricing and ops teams to architect a configurable catalog and dynamic pricing structure, reducing go-to-market turnaround by 20%.
- Optimised application processing workflows, reducing hiring manager processing time by 30%
- Led cross-functional collaboration across 5 teams, aligning engineering, design, and business to achieve Q2'25 delivery milestones.
- Defined GTM enablement dashboards and KPI frameworks for performance tracking and continuous product optimisation.

#### Innovation Project - AI-Powered Identity Verification

- Root-cause Analysis: Triaged client pain points through systematic analysis of feedback data across EU, US, and RoW regions, identifying integrity issues in candidate verification processes.
- Led AI-Powered Candidate integrity verification project via integration with DigiLocker APIs, AI/ML models for facial recognition and image comparison between Live image captured and extracted image from Govt. verified Aadhaar ID.
- Shortlisted top 2 vendors after conducting RFP evaluations and assessing proposed solutions from both technical and business/customer perspective.
- Established platform-first documentation for scalable rollout.

### Digital Product Manager - JK TYRE

New Delhi  
July 2024-Feb 2025

#### Mobile Product Suite - JK Connect & JK Sales Smart

- Led the digital transformation initiative via launching mobile -first SaaS suite (JK Connect & JK Sales Smart) for dealer management and sales tracking respectively, improving claim processing and warranty creation efficiency by 30%, dealer inventory management by 15%, 25% increase in dealer visit frequency, thereby improving the dealer satisfaction quotient by 10%.
- Designed SKU-based pricing and catalog hierarchy, enabling faster configuration and enhanced reporting visibility.
- Developed ML-powered Pseudo Stock Recommender optimising dealer inventory planning and product recommendations.

### Product Manager - FREYR SOLUTIONS

Hyderabad, TEL  
May 2021-Jul 2024

#### AI-Powered SaaS Platform - Freya

- Conceptualised and launched AI-powered multi-persona Regulatory assistant, Freya for regulatory intelligence, adept at functioning as a Regulatory Chatbot, Content Partner, and Dossier Builder.
- Achieved breakthrough performance by improving Freya's accuracy from 25% to 70% through advanced prompt engineering, RAG architecture and ML clustering.
- Reduced content processing time by 60% through improved data pipelines and semantic search implementations
- Improved client query resolution time by 25% through systematic data quality enhancements and process optimisation

**Enterprise Solution - iREADY Regulatory Repository**

- Defined scalable data model and catalog APIs for iREADY - a centralised ingredients regulations repository, enabling flexible SKU differentiation in the form of Formula Compliance and Formula Assessment based on Custom rules and via compliance bundling.
- Delivered \$20k incremental revenue on an average per annum and \$36k revenue per annum (upto 4 years) from a leading beauty and personal care brand based out of HongKong and EU via GTM expansion across China, EU & US regions.
- Boosted customer satisfaction rate by 15% through improved data accessibility, real-time updates and reduced turnaround times.

**Business Analyst - INFOSYS LTD.**

Bengaluru, KA  
Oct 2017-Jun 2019

- Data Analysis & Troubleshooting: Developed advanced data solutions using HQL and SQL for web metrics analytics supporting client-facing dashboard requirements for improved data driven decision making.
- ETL Operations: Utilised ETL tools to transform raw data into structured information, ensuring data quality and consistency
- Reporting & Visualisation: Built comprehensive dashboards using Cognos for transforming data into actionable business insights
- Managed complete data lifecycle from ingestion to visualisation, ensuring data quality and operational efficiency

**EDUCATION****K J SOMAIYA INSTITUTE OF MANAGEMENT**

*Post Graduate Diploma in Management; Major in Marketing Communication (CGPA – 8.4)*

Mumbai, MH  
2019-2021

**JAYPEE INSTITUTE OF INFORMATION TECHNOLOGY**

*Bachelor of Technology, Major in Electronics and Communication Engineering (CGPA – 7.0)*

Noida, UP  
2013-2017

**LICENSES AND CERTIFICATIONS**

- SQL Practice: Intermediate Queries (LinkedIn Learning, Issued - Oct'25)
- Building Systems with ChatGPT API (DeepLearning.AI, Issued - Apr '24)
- ChatGPT Prompt Engineering for developers (DeepLearning.AI, Issued - Apr'24)
- Agile Product Owner Fundamentals (Agile Waters Consulting, Issued – Apr' 23)