

# Sarthak Garg

## Enterprise Product Manager

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### Summary

Experienced product manager specialist in designing B2B products and setting the product vision with a razor sharp focus on delivering unparalleled customer experience. Passionate about ML/AI.

### Work Experience

#### Senior Product Manager

2017 - Present

##### Nucleus Software

- Product Owner for Nucleus Lending Analytics, a SaaS-based Big Data Analytics platform for Financial Institutions to build, deploy, and monitor machine learning models.
- Successfully designed and launched an Enterprise-class platform from scratch used by 10+ Banks and FIs across the globe with Voice-of-customer rating of 10/10 for all customers.
- Responsible for product vision, strategy, roadmap, go-to-market, and customer success.
- Working closely with Sales to achieve \$2mn sales targets with a focus on value selling.
- Spearheading partnership engagements to boost channel sales resulted in strategic partnerships with 2 SEA companies generating pipe worth \$3mn in a year.
- Implemented the concept of value realization resulted in improved product adoption by 20%.
- Hands-on coding expertise in Machine Learning & Python with an interest in NLP and chatbots.
- Speaker at international industry events such as ADB, Manila 2019, and writer @ Medium.

#### Product Manager

2015 - 2017

##### Impetus Technologies

- Product Owner for StreamAnalytix, a self-service data flow and analytics platform powered by Open Source big data technologies such as Apache Spark.
- Built a Real-Time Call Center Monitoring Solution with a Customer 360 view for a leading Cable TV and Telecom provider in the US.
- Established better product management and development practices for Engineering team to improve productivity.
- Created customer support portal and discussion forum to improve user adoption.
- Conceptualised and executed a creative marketing campaign resulted in increased sales lead generation by 30%.

#### Technical Product Manager

2012 - 2015

##### Persistent Systems

- Technical product manager for Cisco Show-n-Share, a video collaboration platform powered by advanced video technology that enabled users to search content or speakers in a video.
- Owner of the product backlog, translated product requirements into user stories.
- Worked with Engineering on sprint planning, architecture/ technology discussions.
- Worked with Cisco's design team on usability testing (Heuristics and A/B testing).

#### Associate Product Manager

2011 - 2012

##### Zycus Infotech

- Hired by CEO for conceptualising from scratch a SaaS based e-procurement platform, 'e-Proc'.
- Detailed definition of product features and document them in the form of User Stories to be consumed by Engineering and QA team for development.
- Conducted 30+ demos in a year and traveled extensively to meet prospects.
- Worked with Marketing for content and campaigns execution.

#### Software Engineer

2007 - 2010

##### HCL Technologies

- Embedded Software Engineer for Boeing project involved in the testing of Boeing 787 Dreamliner's hydraulic function using aircraft simulators.
- Coder in C programming language

### Area of Focus

#### Product Management



Market Research, Strategy, Pricing, Value Selling, Business Value Realisation

#### ML & AI



Predictive Analytics, Natural Language Processing, Conversational AI

#### Product Marketing



Go-To-Market Strategy, Digital Lead Generation, Community Development

### Area of Interest

NLP, Python, Creative Writing, Storytelling

### Certifications

Certified Scrum Master

Creative Writing

### Tools

RallyDev, Jira, Balsmiq, Axure, Google Analytics, GitHub, AWS, Tableau, Apache Spark, Cloudera, Rasa, Markdown, Discourse, Pycharm, Twilio, Jupyter, Wordpress, Trello, MS Office, Mail Chimp, Optimizely

### Education

Post Graduation in Mgmt (2010-11):

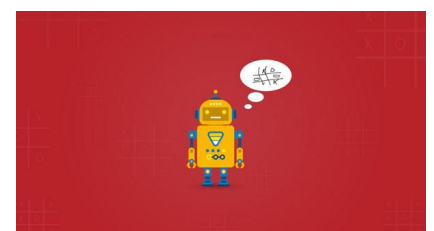
Great Lakes Institute of Mgmt, Chennai

B.Tech, Electronics (2003-07):

Uttar Pradesh Technical University

### Personal Projects

<https://github.com/gargsaar>



#### AI bot for Tic-Tac-Toe

Built on Kivy, a python based cross-platform application development framework.

### Writer @ Medium

<https://bit.ly/3jFoOe3>