

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 predictive analytics models without coding.
- Responsible for setting the product vision, defining the product roadmap, go-to-market planning and execution, sales augmentation, and business value realisation.
- Rich Lending domain knowledge with hands-on coding expertise in Machine Learning & Python.
- Working closely with Sales to achieve 100% sales targets helping them with the business case for value selling, product demos, pricing strategy, and competitor analysis.
- Spearheading partnership engagements to boost channel sales resulted in strategic partnerships with 2 SEA companies generating pipe worth \$2mn in a year.
- Implemented the concept of value realization resulted in improved customer retention by 20%.
- Interest Area - Conversational AI. Developed a chatbot for loan servicing using Rasa & Twilio.
- 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 Apache Spark, an Open Source streaming data processing engine.
- 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 50+ 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):

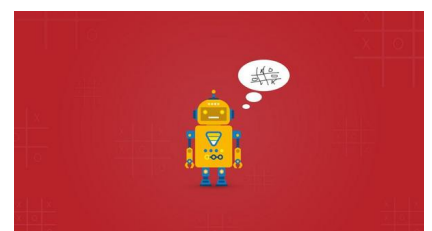
Great Lakes Institute of Mgmt, Chennai

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>