

# HIMANSHU B BARIK

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## Product Manager

◊ Generative AI ◊ Product Strategy ◊ Digital Banking ◊ Agile ◊ Fintech

### KEY HIGHLIGHTS

- Product Manager with 14+ years shipping \$2M+ impact in banking, payments, and capital markets across 14 countries in 4 continents.
- Launched Generative AI at Citi - boosted client satisfaction 30% and cut report creation time by 70%.
- Saved \$1M annually at Paymentus - built alert monitoring product that eliminated 95% SLA breaches (100 → 5).
- Delivered 10 complex platforms (TPS, cloud, omnichannel) with 95% on-time, on-budget success.
- Resolved 85% compliance violations in 3 months - enabled SA Post Office to gain a full banking license.
- Saved CAD \$1M at AMLAK - designed digital banking roadmap (CASA, cards, loans) via resource optimization.
- Scaled Oracle Retail & Corporate Banking suite to 21 banks in 13 countries - reduced complaints by 20%, lifted NPS by 25%.
- PMP, PSPO, CSM certified | 4x 'Employee of the Year' for delivery and client leadership.

### SKILLS

- Product Management Skills:** Product Strategy, Roadmap Planning, Stakeholder Management, Product Discovery, Backlog Prioritization, Metrics & KPIs (TTM, NPS, Churn, SLA), Generative AI
- Technical Skills:** SQL, Java, AWS, NLP, Computer Vision, Agentic AI, API Integration, Payment Gateways (Braintree, JPMorgan), Cloud Migration
- Tools:** Scrum (PSPO, CSM), Kanban, Jira, Confluence, Kibana, Slack, Trello, GitHub, Miro, Sprint Ceremonies, Retrospective Facilitation

### CAREER HISTORY

#### Product Manager, AVP

Feb 2022 – Present

CITI BANK NA, Canada

- Pioneered Generative AI integration to deliver scalable, tailored insights and content for 20,000+ salespersons, traders, and account managers - boosted client satisfaction 30% via personalized communication and 70% faster report creation.
- Led end-to-end TPS migration and trade platform overhaul - launched bulk trades, mortgages, and multi-currency support with 95% on-time delivery, fully compliant with client and regulatory demands.
- Defined product vision and multi-year roadmaps through strategic stakeholder discovery - translated complex B2B processes into high-value feature sets that accelerated development velocity by 10%.
- Accelerated time-to-market by 10% by instituting strategic backlog prioritization - decomposed large epics into high-impact, actionable user stories, increasing backlog items by 20%.
- Streamlined client onboarding and support by 20% while boosting processing speed by 15% - achieved via seamless API integrations with key networks (BBG, SIMPLICITY, MARS, ONEBOOK).
- Drove cross-functional collaboration with engineering, compliance, and client teams to deliver custom solutions - reduced support tickets by 35% and enhanced onboarding efficiency.
- Eliminated duplicate tasks and manual errors across trading operations using Agentic AI - improved accuracy and efficiency by 10% organization-wide.
- Secured 10% cost savings on TPS project through meticulous resource optimization and procurement strategy - delivered under budget without scope compromise.

#### Product Manager - Senior Consultant

Aug 2021 – Feb 2022

CAPCO, Toronto, Canada

- Defined and secured Director sign-off on 6-month, 1-year, and 3-year product roadmaps - aligned cross-functional teams and set strategic direction for capital markets and insurance clients.
- Led client onboarding and Agile transformation - designed task matrices, conducted kickoff meetings, and tailored Agile (new clients) vs. Waterfall (existing) methodologies to accelerate delivery.
- Drove data-informed product decisions by tracking and presenting key value metrics (conversion rate, retention vs. churn, time-to-value) - secured stakeholder buy-in for roadmap investments.
- Supported continuous optimization of Generative AI solutions - incorporated NLP and computer vision techniques with senior developers to enhance automation and client value.

**Product Owner and Scrum Master**

Paymentus Inc., Markham, Canada

Jan 2020 – Aug 2021

- Launched new payment alerts and missing-files monitoring product for 3000+ companies - reduced SLA breaches from 100 to 5 within 8 months and saved \$1M annually in penalties.
- Led cloud migration of payment platform from physical servers to AWS - enhanced performance, stability, and scalability while embedding an AI-powered chatbot for real-time customer support.
- Managed end-to-end upgrade from JPMorgan to Braintree payment gateway - integrated processing APIs to support higher transaction volume and modernize revenue streams.
- Boosted sprint completion rate 25% through streamlined Agile processes and targeted coaching - improved team predictability and output consistency.
- Increased cross-team collaboration 50% by establishing shared sprint goals and joint problem-solving forums - rapidly resolved impediments and reduced delivery friction.
- Delivered full migration project ahead of schedule and in time for IPO launch - ensured zero downtime and full operational readiness under high-pressure timeline.

**Scrum Master**

Apr 2018 – Jan 2020

Dealer-FX Group, Inc., Toronto, Canada

- Reduced average daily stand-up time by 40% through rigorous facilitation and focused time management to most effectively align and communicate with the team.
- Set up and conducted effective recurring sprint status meetings with product, portfolio, and delivery managers.
- Guided Product Backlog grooming, sprint planning, daily stand-ups, sprint review, and retrospective meetings.
- Attained a consistent 90% rate of sprint goal accomplishment through numerous iterations, demonstrating team commitment towards goal achievement.
- Improved 25% sprint review attendance by solidifying the link between development progress and expectations of stakeholders.

**Project Manager**

Jun 2016 – Nov 2017

In2IT Tech. Pvt. Ltd, Johannesburg, South Africa

- Transformed compliance posture for SA Post Office - implemented KYC/AML controls to resolve 85% of audit violations in the first 3 months, enabling a full banking license in 6 months.
- Designed and deployed an enterprise risk management framework for the SA Reserve Bank - reduced operational risk by 15% through real-time visibility and data-driven decision-making.
- Led zero-downtime digital migration of retail banking systems - ensured uninterrupted customer service and boosted satisfaction scores by 15%.
- Delivered seamless omnichannel integration (online banking, mobile apps, ATMs) - drove consistent user experience and increased digital customer engagement by 20%.

**Sr. Software Engineer**

June 2015 – May 2016

Wipro Tech. (Contract through Nichepro Tech.), Bangalore, India

- Delivered 95% first-call resolution for AMLAK (UAE) banking clients - rapidly diagnosed root causes to minimize retail/corporate downtime and ensure operational continuity.
- Led remote support team to achieve 80% remote issue resolution - implemented streamlined processes that reduced on-site visits and scaled support globally.
- Built automation scripts and an internal knowledge base for routine tasks - cut manual workload by 15% and freed engineering capacity for strategic initiatives.

**Staff Consultant**

Sep 2011 – May 2015

Oracle, Mumbai, India

- Designed digital banking roadmaps for 6 banks - drove 40% surge in mobile app usage and 25% increase in online account openings over 2 years.
- Led digital suite and customer journey mapping rollout across 13 banks - reduced complaints by 20% and boosted Net Promoter Scores by 25% through process redesign.
- Advised 3 banks on branch network optimization - achieved 15% operational cost reduction while maintaining high customer satisfaction via digital channel shift.

**CERTIFICATION**PMP  
PSPO  
CSM**EDUCATION**BACHELOR OF TECHNOLOGY, BPUT INDIA  
2007 - 2011