## Joshua Finny

📍 Mumbai, India | 📧 joshuafinny@gmail.com | 📞 +91 9773474983  
**Product & Platform Leader | Agentic AI | Omnichannel Strategy | Scalable Systems**  
> 11+ years of founder-like ownership across AI, EdTech, RetailTech, and MediaTech — building 0→1 platforms, scaling teams, and driving org-wide transformation

### EXPERIENCE

**Product Lead – JioTV, Jio Platforms Ltd.**  
*Mumbai | Sep 2021 – Present*  
- Scaled product team from 2 to 10 members; built JioTV’s product org ground-up.  
- Built and launched Jio’s Agentic AI Platform to orchestrate cross-app synergy using LLMs and autonomous agents.  
- Led product roadmap for 50M+ MAUs; sustained NPS >30 and app rating >4.0.  
- Launched JioTV as an SVoD aggregator (10+ OTTs, 1M+ subscribers); extended reach to 6M+ MAUs via JioBharat.  
- Pioneered 5G-based Multi-Cam sports streaming showcased at IMC 2023.  
- Operated as a cross-functional product owner across content, distribution, data science, and infra.

**Product Manager – NMIMS Global Access**  
*Mumbai | Sep 2019 – Jul 2021*  
- Core member of a 3-person product team that modernized a legacy academic system into a digital-first EdTech institution.  
- Launched in-house LMS for 10K+ students annually; automated grading/admissions with OCR/NLP.  
- Built AI chatbot to reduce query volume by 50%; lowered CAC via CPC reduction from ₹9 to ₹5.  
- Introduced agile planning tools; embedded sprint rituals across 5+ academic and ops teams.  
- Led institutional change management from traditional workflows to product-driven roadmaps.

**Product Manager – Tata CLiQ**  
*Mumbai | May 2017 – Aug 2019*  
- Part of the 5-member core team that architected India’s first brand-authorized omnichannel marketplace.  
- Led integration of 10K+ stores across 100+ brands; enabled 92% store fulfillment and 50% local deliveries.  
- Built inventory sync and phygital APIs in partnership with Unicommerce.  
- Worked closely with CXOs on fulfillment SLAs, channel pricing, and app-store parity.

**Lead – Vision & Catalog Ops, Fynd**  
*Mumbai | Dec 2014 – May 2017*  
- Founding team member (1 of 30); led catalog and imaging infrastructure for India’s earliest omnichannel tech stack.  
- Developed product onboarding frameworks for unstructured retailers; automated workflows with RPA + ImageMagick.  
- Mentored a 15-member cross-skilled team of editors, integrators, and onboarding specialists.  
- Reduced cataloging cost per SKU from ₹40+ to ₹16.  
- Strategic advisor to co-founders on scaling ops, hiring, and margin optimization.  
- Company later acquired by Reliance Jio; ranked in Fast Company’s Top 10 Most Innovative Companies in Asia (2022).

**Services Associate – Amazon India (Prione)**  
*Mumbai | Aug 2013 – Dec 2014*  
- Part of Amazon India’s founding 120-member team across Mumbai, Delhi & Bangalore.  
- Helped launch SMB seller onboarding programs (Feet-on-Street) in Pune and Ahmedabad.  
- Created visual and content SOPs used to train future onboarding and listing teams.

### EDUCATION

* Executive PG Certificate in IT Management & Analytics – IIM Kozhikode (2022)
* MMS (Marketing) – Vidyalankar Institute, Mumbai University (2013)
* BMS (Marketing) – Wilson College, Mumbai University (2010)

### SKILLS & TOOLS

* **AI/Automation**: OCR, NLP bots, Agentic AI, RPA, ImageMagick, Apps Script
* **Data/BI**: Power BI, Tableau, Kibana, MySQL, MongoDB
* **Workflow**: Trello, Asana, Clubhouse APIs, Slack, Google Workspace
* **Retail Integrations**: Unicommerce, Vinculum, JioPOS, Ginesys, Fynd, Browntape

### AWARDS & RECOGNITION

* 🏆 Emerging Leader Award – Jio (2023–24)
* 🏅 3× Achiever Award – Tata CLiQ (2018–19)
* 🌟 Speaker – IMC 2023: “5G + MultiCam Sports”

### COMMUNITY & TEACHING

* 👨‍🏫 Visiting Faculty – Vidyalankar Institute of Technology
* 🎤 Guest Lecturer – R.A. Podar College & Wilson College
* ✍️ Blogger – CII Youth Entrepreneurship Summit