KUNAL KANSRA

SENIOR PRODUCT MANAGER (HR TECH, PLATFORMS, CX)

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Gurgaon, India

Senior Product Manager with 8+ years across Air India, Paytm, CARS24, Amazon, and EXL, driving large-scale HR Tech, payments, platform modernization, and customer experience initiatives. Known for road-mapping, Agile delivery, cross-functional leadership, and measurable outcomes in complex, matrixed environments.

EDUCATION

XLRI - JAMSHEDPUR
2016-2018

NSIT, DWARKA
2010-2014

MOUNT CARMEL SCHOOL
2009-2010

MOUNT CARMEL SCHOOL
2007-2008

CORE COMPETENCIES

- PRODUCT STRATEGY & ROADMAPPING
- AGILE DELIVERY (SCRUM/KANBAN): BACKLOG, SPRINTS, REVIEWS, RETROS
- PRIORITIZATION & RELEASE PLANNING
- PLATFORM & SYSTEMS INTEGRATION
- STAKEHOLDER & EXECUTIVE COMMUNICATION
- PROGRAM GOVERNANCE & RISK MANAGEMENT
- DATA-DRIVEN DECISION MAKING & KPIS
- HR TECH, PAYMENTS & CX DOMAINS
- PROCESS AUTOMATION & OPERATIONAL EFFICIENCY

EXPERIENCE

AIR INDIA | SENIOR PRODUCT MANAGER, HR TECH
MAR-2024 – PRESENT

- Owned product strategy and roadmap for HR Tech platforms impacting **30,000+ employees**, aligning experiences with revised HR policies and enterprise standards.
- **Staff Travel modernization**: Introduced **Premium Economy entitlements** and **revised eligibility logic**, improving **booking accuracy by 35%**; defined problem statement, prioritized backlog, and sequenced releases across sprints.
- **Separation benefits automation**: Eliminated manual lag in revocations, **reducing financial leakage by ₹12L** annually via API-driven orchestration and staged rollouts.
- Delivered **multi-system integrations** across SuccessFactors, Payroll, ARMS, PeopleStrong, **achieving 99.5% data accuracy** and **reducing manual errors by 70%;** maintained clear interface contracts and validation rules.
- **Led HR Tech delivery** through the **Vistara–Air India merger**, completing 100% milestones on time **with zero critical defects** via disciplined dependency, risk, and release management.
- Institutionalized Agile rituals (**backlog refinement, sprint planning, reviews, retros**), maintained product artifacts (**roadmaps, risk registers, dependency trackers**), and presented **executive-level status updates to CXO** stakeholders.

PAYTM | DEPUTY GENERAL MANAGER
MAR 2022 – FEB 2024

- Led multi-quarter **Core Payments Platform migration** to improve reliability and scalability, **enabling 12% infrastructure cost reduction** and **capacity to 10K TPS**; aligned platform capabilities with business needs across domains (UPI, Wallet, Online Business, Consumer App).
- Coordinated execution across **15 Product Managers, 9 TPMs, and 150+ engineers;** structured **sprint-based delivery**, dependency management, and risk controls to hit release goals.
- **Established governance** around roadmap audits and prioritization models, **improving roadmap quality from 75% to 95%;** ensured clear acceptance criteria and readiness checks pre-release.

EXPERIENCE (CONTD...)

PAYTM | DEPUTY GENERAL MANAGER
MAR 2022 – FEB 2024

- **Supported founder-level business reviews** with consolidated program health, delivery risks, and launch readiness, enabling informed trade-offs and sequencing.

Product Management focus: platform strategy & evolution, stakeholder alignment, backlog prioritization, sprint execution, KPI-driven decisions, and disciplined release management.

CARS24 | GENERAL MANAGER, CUSTOMER EXPERIENCE
FEB 2021 - FEB 2022

- Built and scaled end-to-end **online car buying CX programs** (warranty, returns, RC transfer workflows), structuring journeys to reduce friction and increase resolution speed.
- Partnered with Product & Engineering to **automate CX journeys**, achieving **100% First Contact Resolution (FCR)** on targeted flows; defined success metrics and monitored operational KPIs.
- Designed **escalation automation** using Zendesk, CleverTap, WhatsApp, Email APIs, improving responsiveness and reducing manual handling time.
- Defined **NPS measurement framework** and closed-loop feedback, converting insights into backlog items and incremental improvements.

Product Management focus: journey design, automation, KPI ownership (FCR/NPS), iterative improvements, and cross-functional delivery.

AMAZON | PROGRAM MANAGER II / OPERATIONS MANAGER
APR 2018 - JAN 2021

- Led category-wide **CX initiatives for Large Appliances**, coordinating across **3 contact centers and 300+ agents** to reduce friction and contact drivers.
- **Reduced customer contacts per unit (CPU) by 222 bps YoY**, delivering **₹18.5L annualized savings**; prioritized root-cause fixes and operational playbooks.
- Delivered **chatbot and contextual self-service features**, reducing **contact volume by 47K+ annually** through better intent resolution and guided flows.
- Drove inbound productivity improvements, **reducing DPMO by 54% via process standardization and targeted interventions**.

Product Management focus: problem-framing from voice-of-customer, feature design for self-service, KPI tracking (CPU/DPMO), and iterative rollout.

EXL INDUCTIS | SENIOR BUSINESS ANALYST
JUNE 2014 - APR 2016

- Devised fraud detection strategy for telecom client **reducing operational costs by $1M**.
- Automated dashboard reporting and training analysis processes **saving 200+ hours annually**.

DOMAINS, PLATFORMS & ADDITIONAL SKILLS

- HR Tech: SuccessFactors, PeopleStrong, Payroll, ARMS
- Payments: UPI, Wallet, Core Payments Platform
- CX: Chatbots, Self-service, NPS/FCR
- Stakeholder Management: CXO reporting, business reviews, risk & dependency comms
- Delivery: Incremental releases, measurable outcomes, cross-functional alignment