

Kritesh Singh

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EXPERIENCE

Apr 2023 -
Present

Care Health Insurance Ltd

Gurgaon, Haryana

Product Manager, AI & ML Products

- Leading a team of 12 to build an ML & Generative AI-based product to classify claim documents, extract information & validate policy and medical terms to suggest claim decisions, achieving a projected \$1.1M in annual savings with 15% growth YoY.
- Led a team of 4 to design and implement an OCR and ML-based product for KYC document classification and information extraction, achieving \$100,000 in annual savings, reducing masking errors by 40%, securing Personally Identifiable Information, and streamlining customer onboarding.
- Developed a product to summarize customer grievances from CRM tool, providing a concise view and automated grievance routing to appropriate teams, improving redressal efficiency by 45%.

Jun 2021 -
Mar 2023

Care Health Insurance Ltd

Gurgaon, Haryana

Associate Product Manager, Claims

- Designed and implemented the product roadmap for Claims Payment Automation, empowering real time payments to customers, reducing average payment disbursement time from 2 days to 5 seconds.
- Designed and implemented the product roadmap for OPD and health checkup claims, driving efficiency up by 80% and reducing manual human efforts by 100%, leading to savings of \$30,000 annually.
- Implemented a product using OCR to digitize health checkup reports with 95% accuracy, eliminating manual processing, facilitating creation of a customer profile, streamlining policy underwriting, and achieving \$15,000 in annual savings.
- Designed and implemented the user journey for claims, including user experience enhancements on the Customer Mobile App and Website for claim intimation and claim tracking, to increase digital claim request by 70%.

EDUCATION

Jul 2017 -
May 2021

MOTILAL NEHRU NATIONAL INSTITUTE OF TECHNOLOGY ALLAHABAD

Uttar Pradesh, India

Bachelor of Technology in Electronics and Communication Engineering

SKILLS

- **Product Management:** Roadmaps, User Stories, Product Strategy, Product Lifecycle Management
- **AI & ML Technologies:** Generative AI, OCR, Machine Learning, Natural Language Processing
- **Cloud & Database:** AWS, PostgreSQL
- **Tools & Methodologies:** Jira, Confluence, Agile Scrum, Stakeholder Management, API Integrations
- **User Experience:** UI/UX Design, Customer Journey Mapping Cross-functional
- **Leadership:** Team Leadership, Vendor Coordination, Strategic Planning

LEADERSHIP

- **Co-President, Media House of MNNIT:** Led a team of 40+ in photography, videography, and design for media coverage of major events (E-Summit, Literary Festival, VCAS and Cultural Festival) with 3,000+ attendees.
- **Mentor, Student Mentorship Program:** Mentored 100+ junior students by sharing experience, offering support, fostering interaction, and setting developmental goals.
- **Volunteer, Parsa National Park:** Volunteered with the team at Parsa National Park to support environmental conservation and biodiversity efforts in the buffer zone areas of Parsa and Bara districts of Nepal.
- **Volunteer, International Summit for VLSI, Communication and Signal Processing:** Collaborated in a team of 24 to organize and facilitate the setup of events, while driving digital marketing initiatives to expand visibility and outreach.