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in

KUNAL THAKUR

Product | AI/ML | B2C & B2B | IIM Indore

EXPERIENCE

Group Product Manager

R1 RCM (US Healthcare)   05/2024 – 02/2025

- Define and drive the AI/ML roadmap for US Healthcare B2B SaaS solutions
- Identify and implement key performance metrics to measure **AI/ML** and product success keeping **PLG** in mind.
- **Led cross-functional teams** of 20+ for strategic initiatives that deliver measurable value to the business and customers

Sr. Product Manager

RAFT.AI (Shipping, Logistics)   04/2022 – 05/2024

- Accelerated customer turnaround time from **2 months to 1 week** by implementing new features driven by **PLG**
- Reduced manual effort by over **80%** through personalization and automation of processes using **AI/ML**
- Implemented a generic integration platform resulting in 5 clients onboardings in 5 weeks

Sr. Product Manager

LUMIQ.AI (BFSI)   01/2021 – 04/2022

- Drove adoption by 4 major BFSI players by **PLG,** executing a roadmap for the Document AI product.
- Reduced manual effort by over 90% by implementing Document **AI** through in-house **ML** models

AVP Product and Engineering

EASYPOLICY (Insurance)   04/2018 – 01/2021

- Generated a **366%** increase in DIY insurance purchases through improved UX
- Revitalized user journey and payment process resulting in a **76%** increase in conversions
- Developed a self-learning PDF extraction engine achieving **95%+** accuracy

Head – Product

BYKUP (Consumer App)   07/2016 – 03/2018

- Overhauled UX/UI, resulting in a **200%** increase in DAU within 3 months
- Conceptualized and launched impactful new features driving a 6x increase in completed rides

Sr. Product Manager

MATRIMONY.COM (Consumer App)   05/2015 – 06/2016

- Reduced photo and profile validation effort by over **60%**

Product Practice Manager

ALTISOURCE   10/2013 – 01/2015

Product Consultant

NEUDESIC   05/2012 – 06/2013

Software Engineer

CGI   06/2006 – 01/2010

SUMMARY

I am a seasoned AI-driven product leader with 17 years of experience, including 13 years in product management. My passion lies in driving digital transformation in **B2B and B2C** sectors through innovation, **AI/ ML** and **cross-functional team leadership**. I have a proven track record in scaling products and optimizing operations for significant efficiency gains, and I thrive in dynamic environments where strategic execution can lead to impactful business outcomes

KEY ACHIEVEMENTS

Cost Savings through Operations Optimization
Achieved over $1M in annual cost savings by optimizing manpower allocation and streamlining operations

Enhanced Efficiency in Healthcare
Reduced physician's EMR summary time by 66%, saving $1800/day

Envisioned new product lines impacting potential revenue
Reduced manual effort by over 80% through personalization and automation of processes

Generated a 366% increase in DIY insurance purchases
Through improved UI and UX backed by user research and focused design changes, made it easy for users to buy insurance without assistance

Took the product from 0 to 1
Overhauled UX/UI, managed launch and envisioned improvements that resulted in a 200% increase in DAU within 3 months

SKILLS

Agile	AI/ML Strategy	B2C
B2B SaaS	Product Strategy	UX
Data Driven	Team Leadership	Product
Roadmaps		

EDUCATION

PGDM – IIM Indore   2010 - 2012

B.TECH, CS – COER   2002 - 2006

CERTIFICATIONS

AWS Cloud Practitioner

PMP

PSM 1

SCJP