



# 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
- Drive 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
- Reduced manual effort by over **80%** through personalization and automation of processes
- 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 executing a roadmap for the Document AI product
- Reduced manual effort by over 90% by implementing Document AI

### 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 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 Roadmaps	Team Leadership	Product

## EDUCATION

PGDM – IIM Indore 2010 – 2012

B.TECH, CS – COER 2002 – 2006

## CERTIFICATIONS

AWS Cloud Practitioner

PMP

PSM 1

SCJP