

# LUCKY BAJAJ

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## PROFESSIONAL SUMMARY

Product-focused professional with 8+ years of experience driving product strategy, roadmap execution, and cross-functional delivery across insurance, healthcare, and enterprise SaaS platforms. Proven track record of eliminating operational inefficiencies (30% reduction in processing effort), accelerating time-to-market (policy issuance from hours to minutes), and managing multi-squad delivery teams (16 members). Strong in product discovery, user journey design, prioritization frameworks, and translating business vision into measurable outcomes. Seeking Product Manager roles where I can leverage domain expertise and execution excellence to drive customer-centric innovation.

## PROFESSIONAL EXPERIENCE

### Senior Consultant (Product Management / Business Analysis)

*ThoughtWorks | Jul 2024 – Present*

Leading product strategy and execution for India's first omnichannel insurance sales platform, managing end-to-end product lifecycle from discovery to delivery.

- **Product Impact:** Eliminated multiple manual operational workflows, reducing processing effort by ~30% and cutting turnaround time from hours to minutes for policy issuance post-partner data submission
- **Product Discovery & Strategy:** Led problem discovery sessions with business, operations, and technology stakeholders to identify high-impact user needs and system gaps; translated insights into prioritized product roadmap
- **Team & Delivery Management:** Managed 2 cross-functional squads (16 members total), owning backlog prioritization, sprint planning, user story refinement, and release readiness across web and backend systems
- **Solution Architecture:** Partnered with tech leads to define scalable architecture and design end-to-end digital journeys across front-office channels (web, mobile, partner portals) and core backend systems
- **Validation & Iteration:** Drove solution validation through prototypes, stakeholder walkthroughs, and iterative feedback loops to ensure product-market fit before full-scale development

### Senior Business Analyst (Product Delivery)

*Quantiphi Analytics | Dec 2021 – Jul 2024*

Owined product delivery for multiple B2B SaaS platforms, translating business goals into prioritized roadmaps and managing full product lifecycle execution.

- **Product Roadmap & Prioritization:** Translated business objectives into phased product roadmaps using value vs. effort frameworks; actively pushed back on low-ROI or high-risk features, influencing scope and delivery sequencing
- **Cross-functional Leadership:** Led teams of up to 12 members and managed projects exceeding \$1M in value; served as primary client stakeholder, aligning product, engineering, and analytics teams
- **Data-Driven Decision Making:** Leveraged dashboards, analytics, and usage metrics to inform prioritization decisions, track feature adoption, and measure product success

### Senior Business Analyst (Product)

*Radix Health (Product-based Healthcare SaaS) | Jul 2020 – Dec 2021*

Worked on appointment scheduling web application serving both direct customers (patients) and clinic staff, improving user experience across dual user personas.

- **Product Development:** Collaborated with product and engineering teams to design user workflows and improve usability for both patient-facing and clinic staff interfaces
- **Product Analytics:** Supported product adoption and feature performance tracking through SQL-based reporting, operational insights, and usage data analysis

Business Technology Analyst

ZS Associates (Management Consulting) | Jan 2018 – Jul 2020

Delivered impactful consulting solutions for major US pharmaceutical companies, building sales enablement platforms to optimize physician targeting and territory planning.

- **Sales Force Effectiveness:** Designed and built analytics platforms using MicroStrategy and SQL to help pharma sales teams better target hospitals and doctors, improving rep productivity and coverage
- **Requirements & Solution Design:** Translated complex business problems into structured requirements and data-driven solutions for global pharmaceutical clients
- **Foundation Building:** Developed strong foundation in structured problem-solving, stakeholder communication, and analytical thinking in a high-performance consulting environment

EDUCATION

Bachelor of Engineering in Information Technology

Government College of Engineering, Karad | 2013 – 2017

SKILLS & COMPETENCIES

Product Management	Technical & Tools	Domain Expertise
<ul style="list-style-type: none"><li>• Product Discovery &amp; Strategy</li><li>• User Journey Mapping</li><li>• Roadmap Planning &amp; Execution</li><li>• Backlog Prioritization (RICE, Value/Effort)</li><li>• Product Metrics &amp; KPIs</li><li>• Stakeholder Management</li><li>• Agile/Scrum (PSM-1 Certified)</li></ul>	<ul style="list-style-type: none"><li>• JIRA, Confluence, Miro</li><li>• Figma, Balsamiq (Prototyping)</li><li>• SQL, PostgreSQL</li><li>• PowerBI, MicroStrategy</li><li>• AWS (Certified Cloud Practitioner)</li><li>• Data Analysis &amp; Visualization</li></ul>	<ul style="list-style-type: none"><li>• Insurance (Sales Platforms, Policy Management)</li><li>• Healthcare (Appointment Scheduling, Provider Workflows)</li><li>• US Pharma (Sales Force Effectiveness)</li><li>• Sports Entertainment</li><li>• B2B SaaS &amp; Enterprise Platforms</li></ul>

CERTIFICATIONS

- AWS Certified Cloud Practitioner
- Professional Scrum Master I (PSM-1)