



Nimish Mangal

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EXPERIENCE

Akudo

August 2021 - Present

Lead Product Manager || Founding Team

A YC-backed fintech startup in India, offering independent wallets, prepaid cards, and UPI solutions for students. Achieved \$20M+ annual transaction volume, \$300K ARR, and 2M+ registered users in 2 years

- Orchestrated the development and integration of **UPI on PPI** by leading a team of 10+ UI/UX designers and tech engineers and collaborating with multiple external stakeholders (NPCI and M2P), which led to a **900% increase in GTV**
- Collaborated closely with cross-functional teams, including tech, design, and marketing, to ensure seamless communication and successful product launches, resulting in **20% improvement in load money conversion rates**
- Conducted **user research** to pinpoint user needs, developed self-KYC solution, increasing **KYC conversion rates by 300%**
- Revamped rewards program through strategic **A/B testing**, **reducing rewards burn by 80%** while growing spend volume
- Led **data-driven analysis**, resulting in actionable insights, including a **80% reduction in payment gateway cost**
- Managed a 3-month **product roadmap**, aligning with business objectives, user needs, and market demands

Capital One

January 2021 - August 2021

Product Manager

- Developed a suite of **NLP models** for classification of customer complaints and redefined customer complaints monitoring increasing monitoring coverage of customer feedback from **sample monitoring of 5% to 100%**
- Designed **monitoring framework for NLP models** by formulating key health metrics, ensuring the sustainability of model
- Collaborated with diverse stakeholders including leadership team, customer agents and Subject Matter Experts of multiple verticals, effectively convincing them on the value of building the Complaints monitoring solution

Awards: Received Circle of Excellence from the CEO of Capital One (2021)

Capital One

June 2019 - December 2020

Associate, Business Analyst

- Formulated pricing strategy to aid negotiations of repossession contracts (\$100 MM+ portfolio) and reduce repo expenses
- Evaluated the viability of machine learning algorithms (XGBoost, Decision Trees) to identify easy to repo populations

Awards: Received Directors Award of Excellence (2019)

Promotion: Received fast-track promotion, Associate → Product Manager (1.5 years) for exceptional results & performance

SKILLS

- Data-driven decision-making, User Research, Product Development, Product Roadmap, GTM strategy, Market research, Machine learning, REST API
- Python, SQL || Mixpanel, Linear, Figma

EDUCATION

Indian Institute of Technology (IIT), Delhi

2015-2019

B.Tech in Electrical Engineering (Power and Automation)

CGPA - 7.53/10