

MAYUR BHAT

🏠 Greater Boston, MA 📞 (781) 853-1224 ✉ iammayurbhat@gmail.com [in linkedin.com/in/bhatm](https://www.linkedin.com/in/bhatm)

Career Objective

Collaborative and adaptable professional with 5+ years of diverse experience in product management, project management, technical consulting, and data analysis. Seeking a dynamic role to leverage my strong skill set, drive successful outcomes, and deliver value to the organization with a keen sense of accountability and a strong commitment to achieving results.

Professional Experience

Eze Castle Integration (ECI)

Mar 2020 – Present

Senior Product Manager

Boston, MA

ELLA - ECI Lage Language Application

- Spearheaded development of enterprise LLM platform features including RAG implementation, admin controls, and domain customization, driving 50% surge in prospect pipeline and achieving \$250K+ Annual Recurring Revenue through successful onboarding of 20 enterprise clients (700+ paid users)
- Architected product roadmap focused on agentic AI capabilities and autonomous workflows, while delivering 70+ technical presentations resulting in 35% client conversion rate and expanded platform adoption
- Pioneered GenAI solutions for alternative financial institutions, leading workshops with key stakeholders to define industry-specific use cases and technical requirements, improving product-market fit by 30
- Established data-driven product development process through comprehensive A/B testing frameworks, resulting in 20% NPS increase and accelerated feature deployment velocity

National Outdoor Leadership School (NOLS)

- Delivered \$240K in revenue growth by driving 6 successful projects across marketing, operations, and admissions departments through seamless communication and collaboration with clients, delivery teams, vendors, and stakeholders
- Increased throughput by 40% through DevOps process optimization and instilling an agile environment in a multi-functional team of 9 members (developers, QA, and BA)
- Reduced time taken for employee reimbursement from 7 weeks to 3 weeks by designing an efficient process and implementing a new expense and travel management solution
- Improved customer satisfaction by leading cross-functional teams in rapid prototyping, user story writing, requirement gathering, road-map design and legacy tech stack feature enhancements
- Increased accuracy to 99% through meticulous data validation of 12 finance and operations PowerBI reports linking to Azure SQL, Dataverse, and Oracle database
- Accelerated D365 adoption by 30% through oversight and implementation of a Digital Adoption Platform (WalkMe)

Arbella - Connecticut Independent Agent Program

- Unlocked \$8.5M in ARR by successfully launching 10+ features for 2 product lines (Homeowners and Personal Automobile) through collaboration with product, legal, underwriting, marketing, operations, and agency teams
- Transformed Waterfall project to Agile, delivering 4 weeks early by driving proactive re-prioritization, strategic requirements refinement, and seamless execution.
- Orchestrated Agile product development life-cycle, from backlog prioritization and scoping requirements to sprint planning, QA and UA, release planning, and overseeing production deployment.
- **TransUnion Integration:** Delivered Docker application in 6 weeks, accelerated time-to-market by 40%, while leading a distributed offshore team of 5 through discovery, design, development, testing, and deployment

General Electric Lighting

May 2018 - December 2018

Product Management and Consumer Insight Co-op

Cleveland, OH

- Boosted KPIs by 20% by implementing multi-stage beta user testing for 3 product lines, transforming user feedback into actionable product and engineering requirements
- Collaboratively built strategic roadmaps for smart switches and RGB bulbs to expand C by GE's (Cync) smart home product offerings

Fyndo X Geospot Technologies

March 2015 – April 2017

Chief Operating Officer and Co-founder

Bengaluru, India

- Defined product specifications, formed product vision, headed market research, and designed wireframes for android app
- Identified expansion regions by engineering python scripts to iteratively retrieve geo-data using Google maps and places API as part of Market Research
- Established KPIs, deployed user base digital marketing strategies to gain 12,000 users and 500 stores in 5 months
- Recruited and trained a 15-member team with data collection and imaging, and defined content standards for application feed

Amazon India

Business Data Operations Associate

June 2013 – February 2015

Bengaluru, India

- Awarded "Star Performer" for making imaging process leaner by 250% through excel VBA macro automations
- Boosted productivity by reducing catalog product creation time by 85% through process automation and standardization
- Lifted data integrity and completeness by 400% through catalog quality audit on 300,000 ASINs for 12 categories of products

Education

Northeastern University

Master of Science in Engineering Management - CGPA: 3.89/4

Sep. 2017 – Dec 2019

Boston, MA

Visveswaraya Technological University

Bachelor of Science in Engineering (Mechanical) - CGPA: 4/4

June. 2009 – June 2013

Bengaluru, India

Technical Skills

AI/ML Technologies: LLM(Open source and SOTA), RAG Architecture, Embedding Models, Conversational AI

Programming/Scripting Languages: Python, Advanced SQL,R

ETL and Database:MS SQL Server, Oracle, Azure Synapse Analytics

Visualization and Design Tools:PowerBI, Tableau, Draw.io, Invision

Other Technology and Tools: Jupyter Notebook, Azure DevOps, JIRA, Power Query, Power Automate, Advanced Excel

Functional: Data warehousing and Business Intelligence, Large Language Models, Generative AI, Data Mining, Design Thinking, Product Lifecycle, API Consumption (REST and SOAP), SDLC