

AKHIL CHINTHALAGATTU

Male, 30 years | akhilvishal.p15011@iimtrichy.ac.in | +91-7339244296

PROFILE

Result focused Product manager with 7.5+ years' experience in– New product Introduction, Scaling AI based B2B SaaS products with expertise in **Azure OpenAI, LangChain, NLP/NLU, ML**. Implemented **Omni Channel Contact centre modernization** projects on **CRMs** Strong background in enterprise platforms (ServiceNow, Salesforce), cloud technologies (AWS), and **AI-driven CRM**
Key Skills: Product Launching in Scaled Agile, GTM Strategy, Product Messaging & Marketing, Product Metrics &

EDUCATION

Degree	Major/Stream	Year of Completion	Institute/Board
PGPM	Marketing and Strategy	2017	IIM, Trichy
B.Tech	Computer Science	2015	JNTU, Hyderabad

CERTIFICATIONS, SKILLS & BADGES

- Certified **AWS Cloud Practitioner** - Specialized in BedRock, SageMaker, Lambda, CloudFront
- Certified **SAFe® 5 Agilist** from Scald Agile Inc. – Hands on Experience in developing Products in scaled Agile environment
- Certified in **Google Analytics, Big Data Analytics** using R – Hands on experience in Implementing data driven features
- **CRMs:** ServiceNow- Practitioner Business process Analyst, Driving Productivity with Salesforce AI
- **AI/ML frameworks:** OpenNLP, Langchain, Azure open AI (**Implementation level experience**)
- **Other tools:** JIRA, Figma, Adobe XD, AWS applications, *Tableau, PowerBI*, R studio, SQL Prompt Engineering

PROFESSIONAL EXPERIENCE

Accenture Strategy – Products & Platforms – Senior Consultant (Nov-2021 – Present)

Product Manager – Contact Centre Modernisation – Airlines major

- Spearheaded the launch of a **GenAI powered chatbot with multilingual support**– finetuned to the Client's Knowledge repository and service ticket history of the Airlines as an upgrade of existing traditional rule based chatbot
- Integrated with client's CRM and knowledge base. Implemented features like **Issue Clustering, Predictive analytics, OCR, Live Agent Handover with issue Summary, etc** in **Scaled Agile environment**.
- Reduced the Mean Resolution time by 17% and Agent handovers by 30% and improved CSAT score by 21% over 6 months

Product Manager - Middle Eastern Government e-services portal

- Responsible for the launch of Omni-Channel Government e-Services portal on **Web, Android & iOS**– built features like Self Service Customer Support portal, **NLP based Chatbot with Arabic Support**, Notification centre, smart FAQ, Feedback loop by closely working with **UI/UX**
- Handled a team of **20+ developers** and QA team and coordinated with **UI/UX team** to deliver the **1st release in 9 months**
- Worked in Scaled Agile environment, worked with cross-PODs, owned the Creation of user stories in **JIRA**, Reviewing test cases and smoke testing ensuring smooth and on time delivery of the Implementation.

EISAI Pharma – Senior Business Analyst

- Responsible for the integration of a **Smart locker Device(vending machine)** with **ServiceNow** that fetches Laptops/IT Assets
- Created UX prototypes for integrating a **Smart Vending Machine** for automating the fetching of laptops/devices to the client's workforce from the locker device. Created **Flow diagrams in Visio**, technical documents.

Practice - Generative AI CoE (Aug, 2023 – Present)

- Implemented POC for creating **Hyper personalization at scale** through GenAI in Customer Service, Analytics, Agent Training, Knowledge Management integrating with Client CRM. Improved **Agent productivity (10%)and CSAT (14%)** scores significantly.
- Created Actionable **GTM Strategy** for generating **\$100million** in revenue for 1st one year for the CoE in GenAI for Enterprises space
- Developed Offering decks, use cases, trends and driving value for companies through GenAI in Fintech, InsureTech, Healthcare and Life sciences industry
- Developed a GenAI-based **content recommendation engine** that dynamically personalizes medical education materials, case studies, and drug information at scale for **HCPs**.

Product manager – Conversational AI - HCL Technologies

(June, 2017 – Oct, 2021)

- Built a **Low/No code ChatBot builder application** that integrates with major CRM platforms to resolve service tickets.
- Owned the roadmap creation and implementation, **Feature conceptualization and Solutioning**, Product Demonstrations.
- Launched the **MVP** for the chatbot builder product in span of 6 months working with Dev, Test, and design teams.
- Baselined the SKUs, pricing and created sales decks, marketing collaterals, technical & legal documents
- Owned the end to end Integration of Chatbot into the Customer Service platforms and Client's website for a **Fintech Giant**.
- Improved the **MTTR by 30%** and **Agent productivity by 20%** over a span of 9 months after integration of our solution.
- Implemented features such as **drag & drop conversation builder**, OCR, Live Agent Transfer, low/No-code features
- Took lead of the product's UI/UX. Created **wireframes & Prototypes** by working closely with the Designing team and ensured a hassle-free Go-Live working with the Dev Team
- Took ownership of establishing partnership with **SalesForce App Exchange** to publish our App in their marketplace

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Associate Product manager (Intern) – B2C Mobile App

(April, 2016 – June, 2016)

- Collaborated with Tech, Data Science, Design and Content Teams to launch targeted marketing & push notification campaigns
- Increased the **paid membership by 3%** in 2 months by running campaigns through email marketing and push notifications.
- Reduced **payment failures** through iOS app **by 20%** by resolving the payment gateway issues of iOS users by working with the technical and customer support teams.

LEADERSHIP ACTIVITIES & EXTRA CURRICULARS

- Created the brand – “Eat Millet” - worked with freelancers to get **package designs, Mascot, logo, website and marketing content** for a millet manufacturing company and **launched their products in Modern Retail** in Teir-1 and Tier-2 cities in Andhra Pradesh and Telangana regions.
- Created the website for Indian music instrument teachers, **generated thousands of leads from 14+ countries** through **Instagram ads, reels, posters, student testimonials and influencer marketing.**
- Created 360° Panoramic images for tourist spots in Telangana in which received more than **1.5 million views** and was featured in **Hans India, Deccan Chronicle, Chaibistket** and other media houses in the year 2015
- **Captain** of IIM Trichy - Kho Kho. **Won Bronze Medal at Inter IIM Competitions** in the year 2016
- Selected among **Top 10 Finalists** across India for Youth Leader award by Ashoka India Pvt Ltd - 2015