NITISH UPADHYAY │ SENIOR PRODUCT MANAGER

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Portfolio/case studies: https://tinyurl.com/pmnitish

SUMMARY

Product manager with **6+ years** of experience owning **0→1** and **scaled AI-driven B2B SaaS** products. Spearheaded product strategy and execution across **AI copilots**, **data platforms**, **analytics**, and **monetisation** for enterprise customers. Known for strong problem framing, data-driven decision making, and delivering measurable outcomes across customer experience, platform capabilities, and revenue.

WORK EXPERIENCE

Senior Product Manager (*promoted from Product Manager*) │ **Thena**   Sep 2024 - Present

Owned product strategy and roadmap for an AI-powered customer support platform serving 200+ B2B SaaS companies, including ClickHouse and Metronome.

- Defined the problem space for **AI-assisted customer support** and led **0→1** development of an **AI copilot** and **web chat**, balancing accuracy, latency, and trust; reduced inbound support volume **by 37%** and average handle time **by 40%**, saving customers **~800 hours** per month and improving CSAT by 6 points to 8.8/10
- Led design and launch of an **enterprise accounts CRM** to unify customer data across tickets, health metrics, and usage signals; became the system of record for **1,000+ support agents** and **improved agent productivity by 20%**
- Designed and shipped a native **analytics** and **AI insights platform** to track ticket lifecycle, account health, and voice-of-customer trends; adopted by **50+** customer-facing teams and used in weekly leadership business reviews
- Owned **billing and monetisation** strategy, including Stripe integration for self-serve upgrades and seat management; **contributed $140K** in expansion revenue within two quarters
- Established an **AI evaluation framework** with offline testing and in-product telemetry to measure grounding, accuracy, and failure modes; achieved **92% grounding** coverage and lowered AI-related **errors by 40%**
- Led roadmap prioritisation using **customer interviews** (20+), product usage data, and business goals; managed execution with a **cross-functional team** of 4 engineers and 1 designer

Senior Product Support Engineer (*promoted from Product Support Engineer*) │ **Zapier**   Jan 2022 - Sep 2024

Worked at the intersection of product, engineering, and customer experience for a workflow automation platform with 700K+ users.

- Maintained top-tier performance metrics: **1.3 R2R** (team best), **81.6% FRR** (first response rate), **95% QA** score across 2,500+ technical customer interactions, gaining deep exposure to user pain points at scale
- Partnered with product and engineering to deliver an **AI ticket automation suite** (summarisation, draft replies, troubleshooting suggestions); reduced email handle time **by 13%** across **50+ agents**, saving **400+ hours** per month
- Built an **AI-driven recommendation engine** analysing usage and workflow data to surface upsell opportunities; increased advanced feature adoption **by 15%** and generated a **$100K+ quarterly pipeline**
- Analysed thousands of support tickets and customer workflows to identify systemic friction; contributed **100+ product improvements** with a **60% acceptance rate**, several of which shipped within two quarters

Product Support Analyst │ **Trilogy, Crossover**   Sep 2020 - Jan 2022

- Analysed **1,000+ support tickets** across **6 B2B SaaS** products to identify recurring UX and reliability issues
- Partnered with product teams to inform **roadmap decisions**, resulting in **6 critical UX** improvements

Systems Engineer │ **Tata Consultancy Services**   July 2019 - Sep 2020

- Supported an enterprise steel manufacturing application used across **40+ countries**
- Maintained **99.5% uptime** and created troubleshooting documentation, reducing mean time to resolution **by 20%**

EDUCATION

Bachelor of Technology in Electrical Engineering   Aug 2015 - June 2019

Institute of Engineering and Management, Kolkata

SKILLS

- **Product management** - Product strategy and ownership, problem framing, roadmap planning, prioritisation (RICE, ICE), PRDs, A/B testing, user research, GTM strategy, stakeholder management, OKRs, cross-functional execution
- **Generative AI & applied ML** - AI fundamentals, prompt engineering, LLMs, RAG, GPTs, AI agents, MCP, agentic frameworks, multi-agent systems, memory and context engineering, AI evaluation and grounding techniques
- **AI tools, frameworks & stacks** - Hands-on experience with Replit, Cursor, n8n, AutoGen, Auto-GPT, OpenAI APIs, Hugging Face Transformers, GitHub Copilot, Bolt, Lovable, Claude
- **Data, platforms & integrations** - SQL, basic Python, APIs, webhooks, Supabase, Postgres, MongoDB, Stripe, Salesforce, HubSpot, Looker
- **Metrics & product analytics** - CSAT, NPS, FCR, AHT, deflection rate, adoption metrics, funnel analysis, SLA management, North Star metrics