

Abhishek Baiplawat

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Career Objective

Product Manager in transition with 4.7 years of experience leading automation, API workflows, and support operations for global SaaS ecosystems. Currently pursuing IIT Delhi's Executive Program in Tech Product Management (2025). Experienced in AI-driven support automation, cross-functional collaboration, and documentation across global EdTech and enterprise clients. Recognized for delivering consistent performance and innovation in fully remote environments.

Professional Experience

Solutions Engineer (Product Integrations & Architecture) | Simplilearn – Fullstack Academy (US EdTech Division)

Mar 2021 – Present | Remote – India / US Collaboration

- Partnered with US Product and Engineering teams to deliver end-to-end feature rollouts, PRDs, QA support, and documentation for learner-facing systems.
- Designed and implemented tiered pricing API workflows across HubSpot, PandaDoc, and Ordway, enabling dynamic billing and automated reconciliation.
- Built and tested webhook-based triggers between HubSpot and PandaDoc for real-time document sync and error handling.
- Wrote JavaScript-based validation scripts to eliminate duplicate records and API sync issues.
- Created Postman collections and internal API documentation to support QA and onboarding.
- Integrated AI-based reasoning tools (ChatGPT, Gemini) to auto-generate QA test cases and support knowledge base articles.
- Owned L1–L3 support workflows, ensuring timely escalation and root-cause documentation.
- Collaborated with US clients to debug API issues, replicate bugs, and streamline ticket responses.
- Introduced AI chatbot prototypes to handle recurring queries and collect structured feedback.
- Led the BPSS compliance rollout for Fullstack Academy (New York), standardizing automation and ensuring audit readiness.
- Built internal dashboards to monitor SLAs, error trends, and escalation metrics.

Projects

Healistry (Capstone Project – IIT Delhi) – ABDM-Compliant HealthTech EHR Platform

- Designed doctor-first EHR workflows aligned with ABDM APIs (ABHA, HPR, HFR).
- Developed AI-assisted decision-support logic for diagnosis recommendations.
- Built clickable Figma prototypes and refined UX via GPT reasoning.

Dream Achiever (In-Progress MVP) – FinTech & Upskilling Concierge App

- Conceptualized AI-driven financial and upskilling planner for young professionals.
- Defined PRDs, designed user journeys in Framer and Lovable, and used AI reasoning for feature prioritization.

Education

- Executive Program in Tech Product Management | IIT Delhi | 2025 (Ongoing)
- B.Tech | Rajasthan Technical University | 2016

Certifications

- Executive Program in Tech Product Management – IIT Delhi (Ongoing, Dec 2025)
- PMP (Project Management Professional) (Completed)
- Agentic AI and AI Agents for Leaders – DeepLearning.AI & Coursera (In Progress, Dec 2025)
- Google UX Design Professional Certificate – Google & Coursera (In Progress, Jan 2026)
- Google Data Analytics Professional Certificate – Google & Coursera (In Progress, Jan 2026)
- MySQL (Advanced) (Completed)

Awards & Recognition

- Best Game Changer Award (2023) – For process automation and impact on product delivery.
- Performance Awards (2024) – For workflow automation (Jan) and critical escalation handling (Oct).
- Recognized by Product, Support, and Operations teams for consistent performance in remote collaboration and cross-timezone delivery.

Skills

Product Management | AI Productization | API Development | PRD Writing | Stakeholder Management | Agile / Scrum | SQL | HubSpot | PandaDoc | Zapier | Ordway | Postman API | JavaScript (Basic) | AI Tools (ChatGPT, Gemini, GPT Reasoning) | Design Tools (Figma, Framr, Gamma, Lovable) | L1–L3 Support | API Documentation | Data Visualization