SHUBHAM NAYAK
PRODUCT MANAGER

SUMMARY

Product Manager (CSPO) focused on data-heavy SaaS and B2B systems. Experienced in payments, reconciliation, failure detection, and operational analytics, working directly with raw data and engineering trade-offs to ship resilient systems.

PROFESSIONAL EXPERIENCE

Associate Product Manager　　　　　　　*Aug 2024 – Present*
TriSoft Technologies Pvt. Ltd.

- Led **product decisions for TriPay,** a B2B payments and reconciliation platform, from discovery through post-launch iteration. **Reduced silent reconciliation failures** from ~2% to <0.5% within 3 months
- Analyzed **production logs, payment failures, and reconciliation mismatches to define dashboards,** alerts, and system health signals.
- Designed checks to **surface high-risk failures early**, reducing silent reconciliation issues in live systems.
- Broke down complex payment and accounting rules into clear product flows engineers could **implement without repeated clarification**.
- Scoped **MVPs, managed trade-offs, and defined acceptance criteria** under reliability, scale, and delivery constraints.
- Worked closely with engineering during sprint planning and backlog grooming to keep **execution aligned with real system behavior.**

Lead Product Developer　　　　　　　*May 2023 – Aug 2024*
DigitalGoWhere Pvt. Ltd.

- Acted as **Product Owner across multiple SaaS products,** translating business goals into PRDs, API specifications, and UX flows.
- Led development of sustainability-focused SaaS products, including an emissions platform that tracked and reduced approximately **230K grams of carbon output.**
- Designed and iterated user flows in Figma using analytics and direct user feedback.
- Shipped 9 major releases with a **cross-functional team,** managing scope, sequencing, and delivery timelines.
- Built i**nternal tooling and onboarding systems** to reduce ramp-up time for new users and teams.

Product Intern　　　　　　　*Jan 2022 – Jun 2022*
DigitalGoWhere Pvt. Ltd.

- Supported **feature discovery** by writing user stories, acceptance criteria, and wireframes.
- Conducted **competitive analysis** and **user feedback studies** to identify UX gaps.
- Analyzed **event data to reduce onboarding drop-offs.**
- Assisted with **QA testing and regression validation prior to releases.**
- Tracked **post-release metrics** and **bug trends** to validate feature impact and inform iteration priorities.

CONTACT

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EDUCATION

M.Sc. Applied Economics
Symbiosis International, Pune
Nov 2025 to Nov 2027

PGDM, Research and Analytics
Welingkar Institute, Mumbai
2024

BBA - International Business
University of Lucknow, Lucknow
2023

SKILLS

Product & Discovery
Problem framing, PRDs, MVP scoping, prioritization

Data & Systems
SQL, reconciliation flows, failure states, dashboards, APIs

Execution
Sprint planning, backlog management, trade-off management, QA, UAT

Tools
JIRA, Notion, Figma, PowerBI, Excel, Postman

CERTIFICATES

Certified Scrum Product Owner
Scrum Alliance
2024 – Present

Google Project Management
Google Career Certificates
2024

Google Agile Certificate
Google Career Certificates
2024

SQL Bootcamp
Pierian Training
2023