Tarun Kumar – MALE, 33 YRS

Work Experience	Lead Product Manager/Owner - Target, Bangalore	(*April 2020 - Current*)
Competitive Intelligence (US Mkt)	●Product Lead for digital competitive pricing and competitive intelligence across Assortment, Promos ●Product Fellowship Founding committee member - Mentorship for grooming and nurturing Product Talent ●Key Impact- Automated competitive omnichannel/e-com daily **pricing for 800k+ items, $1.4M** savings in Ops. ●Outstanding performer awards in 2020 & 2021, Target in India Quarterly Award for collaboration & partnerships	

Work Experience	Product Manager-Redmart, Lazada (Alibaba Group), Bangalore/Singapore	(*May 2018-March 2020*)
Post-Checkout Experience (Singapore Mkt)	●Product Lead for Redmart-Lazada Integration- Post-Checkout User Experience, Order/fulfilment/delivery flows ●Products-Order reschedule/Cancel, My Orders, Auto-Refund, Integrated Telephony, CRM, Delivery instructions ●**Asia eCommerce Awards** (Singapore, 2018)- Best Customer Support Platform & Best Post-Order User journey ●Key Impact- **65%↓** in **call/contact**, 35%↓ in contacts, **2.7X↑** in **Self-Service**, **S$ .4M**/month No-Show savings	

Work Experience	Product Manager - MLabs, MagicBricks (Times group), Delhi-NCR	(*Sept 2017 - April 2018*)
MLabs, Search-Discovery	●Product Lead of Experience Centers for immersive Real Estate experience via VR, 3D Hologram, Touch screen ●Launched premium lead product for Real Estate Partners contributing to **revenue of INR 6M** in 1 Quarter	

Work Experience	Product & Program Manager (Product Strategy) - OLA Cabs, Bangalore	(*April 2015 - Aug 2017*)
Product - Consumer App	●Product Lead for Ola App Consumer Experience & growth (conversion) of Outstation, Rental Categories ●Owned **Cross-selling platform** for all Ola Car Categories (10+) generating extra revenue (GMV) of 2%	
Product - Ola Play (Ola Labs)	●Built world's first proprietary Connected Car & **Infotainment platform "Ola Play"** for ride-sharing ●Lead Media partnerships/product integrations-Apple Music, Sony Liv/TVF Shows, Eros Movies,YuppTV(Live) ●Key Impact- **INR 15M per month of additional revenue** (GMV) generated, 25% increase in cab utilization	
Product Strategy Ola Categories	●Reported to Head of Categories & CMO - Responsible for Product roadmap & Category(10+) launches on App ●Key impact in GMV(INR)/month- **Split pricing**- **100M**, **Prime-SUV (nested)**- **80M**, Timeouts- 2.4M	
Program-OpsTech	●Reported to COO-Growth, Product & Tech. delivery for Biz-Ops & Growth hacking (102 cities) & Key Events	

Work Experience	Technology Lead Sales - AGC Networks (formerly Avaya & Tata telecom)	(*July 2011 - Oct 2012*)
Technical Pre-Sales, Sales	●Certified Juniper & Avaya Professional (Advisor-Technical tier) in Networking & Call Center Technologies ●Key Account Management (Govt PSU & Defence) 20+ clients & 10+ national projects (value INR 3M-50M)	

Internship	Philips India Limited	(*April 2014 - June 2014*)
Marketing	●Go-To-Market (GTM) strategy for impactful in-store presence & improvements in operations/distribution	

Internship	Power Management Group, BSES	(*June 2009 - July 2009*)
IT Software	● Development of CRM & SCADA/Reporting software for Central Power Management Group of India	

Professional Certifications & Skills

Product Mgmt	**University of Virginia**(Coursera)-**Digital Product Management;** Linkedin Learning-Agile Project Management
Design-UI/UX	**Interaction Design Foundation (IDF)**- **Human-Computer Interaction**, **Dynamic User Experience** (Design & Usability), Mobile User Experience (UX) Design ; Open2Study- User Experience for Web (WebUX)
Analytics	Google Analytics Academy- Advanced Google Analytics, Google Analytics Individual Qualification
Others	Networking & Call Center Technologies (UC/VC/Voice), Developer API platform, SQL, SCRUM

Academic Background

PGP (MBA)	Indian Institute of Management, Ahmedabad (Foreign Exchange Prog. at TBS-France)	2013-15
B.Engg. (Computer)	Netaji Subhas Institute of Technology, Delhi University	2007-11
M.A. Psychology	Indira Gandhi National Open University (Distance learning)	2021-Current

Live Projects

❖ **Product Management Blog** - Created & Authored 'Prodbee.com' for knowledge sharing & consultancy   2019-2020

● Product Consultant & Committee member for NGO to democratize Higher education with **e-learning** & mentorship (in Covid)

❖ **Rural University Advisory Board** & **Centre for Innovation Incubation & Entrepreneurship** (CIIE) Project   2013

● Collaborated with CIIE Head, Ex-Director IIMA & NID faculty to revive Artisans Alliance of Jawaja (AAJ) in **Handicrafts biz**
● Strategy for **New channels** (**E-commerce**), Demand-supply gap & Branding - Geographic Identification (GI) & Craftmark

Extra-Curriculars

● **Events** – IIMA- Fest Coordinator (2015); NSIT- Fest Co-Convenor (2011) & Asst. Secretary (2010)
● **Clubs & Societies** – IIMA-Photography & Arts Club (2014 & 2015); Career Mentor at Insight Foundation (2008-Current)
● Top 3 in Inter-Institution **Photography comptt.** at IIMA (2015) & 1st in **CRUX quiz** by CSI – Jamia Milia Univ. (2011)
● Awards in Arts & school Basketball Senior team ; Interests in Graphite **Sketching** (portraits), Digital Photography, Psychology