



Pallavi Mahalingaiah

Product Manager | SAFe POPM

Tech product enthusiast **seeking a PM role** to work on technology-enabled products & businesses that create a positive impact on the world. Passionate about solving problems for end-users & building sustainable business/products.

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📅 9+ years exp (~3 yrs in Product Management)

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WORK EXPERIENCE

Product Owner (Senior Manager)

The/Nudge Institute

12/2023 - Present

Bengaluru

The Nudge is a social enterprise with an aim to make poverty-free India by empowering underprivileged communities through education, skill development & sustainable livelihoods.

- **Product requirement gathering & UI/UX design finalisation** for **Sarathi** which provide the tech that empowers the End Ultra Poverty program. Interacted with various stakeholders (field team, product heads, designer, tech) to finalise this.
- **Set up the tools & agile processes** to get the bug free first production release of mobile app. Interacted with dev team from the vendor, set up tools like Jira and processes like daily standups, dev & uat testing, acceptance criteria, working sessions etc
- **Involvement in some complex features & design decisions** like having offline availability of data with online sync, making a server driven UI, using microservices architecture.

Product Manager

Ramsoft | Imaging Accelerated

06/2023 - 08/2023

Remote

Ramsoft is a healthcare tech focusing on Imaging EMR with an aim to provide faster, empowered care.

- **Product Ownership, feature rollout & agile processes** - Managing patient app with features like modality image viewing (**DICOM**), appointment scheduling & integrated AI. Familiar with **revenue cycle management, FHIR, EMR & HIPAA**. Interacted with sales & senior management to finalize requirements & product roadmap. Proficient in Agile methodologies like sprint planning, velocity tracking, OKRs & scrums.

Associate Product Manager

farmersMandi | by Brih Solutions Private Limited

04/2021 - 01/2023

(2 years) Bangalore

FarmersMandi is a Agritech startup (Founded by Redbus Co-Founder) with an aim to digitise supply-chain for F&V users.

- **Product Ownership** - Drove product development for **Distributor & Seller apps**.

SKILLS

Product Solving & Decision Making

Product Strategy

Product Requirement Management

Product Roadmap & Prioritization

Product Analytics

User Research & Surveys

Cross Functional Collaboration

Customer Support & Engagement

Product Development Life cycle

Agile Project Management

UX/UI Design

A/B Testing & Incremental Rollout

EDUCATION

DATA DRIVEN PRODUCT MANAGEMENT (Executive Program)

Indian Institute of Management, Lucknow (IIM L)

02/2021 - 11/2021

BACHELOR'S DEGREE IN COMPUTER SCIENCE

Visvesvaraya Technological University (VTU)

04/2005 - 05/2009
Bangalore



WORK EXPERIENCE

Associate Product Manager

farmersMandi (continued...)

- **Feature Rollout** - For Distributor app, optimized operational flow, boosting efficiency, better customer satisfaction & reducing manpower by **~60%**. For Seller app, added capabilities like multi-market inventory opening, dynamic price control, language localization & transaction ledger.
- **Ops Payment Automation & Cost Reduction:** Automated delivery payments from Excel to the admin app, **reducing reconciliation time** from one week to one day, cutting manpower by 50%, and improving cost transparency. Subsequent initiatives lowered cost-per-kg by **75%**, from INR 4 to INR 1.
- **Agile Methodology & Team Collaboration** - Led sprint planning, standups, and **backlog** management to optimize product delivery **velocity**. Worked closely with founders, product, engineering, design, sales, and support teams to align on roadmap priorities and user needs.
- **Engagement** : Negotiated a Gupshup integration for WhatsApp notifications, eliminating a 1L INR upfront fee and reducing monthly charges by **28%**, boosting click-through rates from **~2% to ~70%**. Added OneSignal for in-app & push notifications.
- **Data Analytics & Customer Support Automation:** Leveraged MixPanel for user engagement insights, loyalty assessments, and payment trend analysis. Integrated Exotel with round-robin assignment, automating ticket resolution time from ~4 hours to 5 minutes and achieving 100% ticket capture.
- **Reporting & Loyalty Program Assessment** : Created Metabase reports for decision-making and progress tracking. Conducted surveys and MixPanel analysis to evaluate and enhance loyalty programs.

Principal Software Engineer (Frontend)

Biofourmis

04/2020 - 02/2021

(10 months) Bangalore

Biofourmis is a MedTech unicorn company transforming patient health through personalized and predictive care.

- **Web Application Development and Project Execution:** Engaged in client discussions for requirement gathering and roadmap planning for the Home Hospital program. Led a two-person Angular front-end team through regular design reviews focused on UX and technical feasibility, coordinating with cross-functional teams to ensure a successful project release and optimal customer usability.

R&D Engineer III / Tech Lead

Honeywell

08/2015 - 03/2020

(4.5 years) Bangalore

Fortune 500 Aerospace, Smart Buildings, Safety & Chemical Manufacturing

- **UAV powerline inspection for Ozarks Electric, Arkansas & Web App for Honeywell's Blockchain platform.** Streamlined planning, job assignment, and tracking with a platform, leveraging Redux, Mapbox, AirMap, and DarkSky for real-time UAV data and airspace insights.
- **Datalink for Boeing 787/777x & KTR2280A for Pilatus Aircraft, Switzerland (2015 - 2019)** Implemented the Crew Interface System (CIS) redesign to enable AoIP (Acars over Internet protocol) functionality through TFTP (File Transfer) protocol.



TOOLS

Metabase

Mixpanel

One Signal

Exotel

Notion

JIRA

Trello

Confluence

Freshchat

Figma

Adobe XD



CERTIFICATIONS

SAFe 6 POPM

[Scaled Agile Certificate](#)

PM Fellow @ Unlearn Product

[Capstone Project - Even \(Cashless HealthCare\).](#)

Healthcare IT Decoded

[Udemy Certificate](#)

Product Management 101

[Udemy Certificate](#)

UX/UI Design

[DesignBoat UI/UX School](#)

- User experience research, Validation & Design flow for "Coworking Kitchen Spaces".
- UI Design for iOS, Android & Web platforms using AdobeXD.



ACHIEVEMENTS

Runner up - Demo Day

Unlearn Product Cohort 7

Won Hackathon

For Orthomosaic image overlaying in September 2019.

Bravo Silver

For representing Communication Navigation Surveillance (CNS) products at Honeywell Employee Day December 2018.

Bravo Silver

For contribution in KTR 2280A for design, development and certifying smallest and lightest Radio.

Bravo Silver

For Excellent code analysis to find an issue for AOIP in Boeing 787 BPv5 program.