

# PRATIK PADIYA

## Product Manager | Project Management

Visa Required: No | Current Location: Singapore | English (Intermediate)  
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### Professional Summary:

As a seasoned and versatile **Product Manager and Solutions Leader** with **12 years** of experience, I specialize in driving **revenue growth**, enhancing **customer experience**, and developing **innovative solutions** across diverse industries, particularly in **fintech** and **payments**. My expertise includes spearheading **cross-functional teams**, collaborating with **senior stakeholders**, and implementing **strategic initiatives** globally. I possess a strong ability to navigate **complex market landscapes**, consistently exceeding organizational targets and positioning myself as an asset to any dynamic organization.

### Core Competencies:

- **Product & Market Strategy: Proficient in managing** multiple global and regional products, successfully aligning strategies with customer demands and market trends.
- **Cross-functional Leadership: Skilled in managing** diverse teams and promoting collaboration across departments, resulting in achievement of organizational goals.
- **End-User Experiences:** Enhanced end-user experiences by integrating customer feedback and implementing innovative **UX/UI enhancements**, ensuring seamless functionality.

### Key Achievements:

- **Spearheaded the launch of global products** in Asia Pacific scaling adoption across diverse markets, localizing content, tailoring products, and managing pricing strategies.
- **Led digital transformation** for Mastercard's payment card benefits, developing APIs, API standardization, and integrating web-view and Single Sign-On features.
- **Digitalized operations and performance management** system at Nisa Group that streamlined the processes, improved efficiency, and led to a unified system across the organization.

### Skills and Interests:

- Cross-Functional Leadership (Stakeholder Management) and Team Management
- Strategic Product Roadmapping
- Product Enhancement and Development
- Market Analysis, Competitive Positioning, Customer Insights and Analysis
- Client Experience Optimization
- Product Marketing Strategies
- Regulatory Compliance in Financial Services
- Risk and Control Management

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### Educational Qualifications & Certificates:

- [Product Management Essentials](#) - Issued by **Coursera**, Authorized by **IBM** | 2024
- [Product Management: Building AI-Powered Products](#) - Issued by **Coursera/ SkillUp EdTech** | 2024
- **Post Graduate Diploma in Management – Finance** | Welingkar Institute of Management Studies | **Maharashtra Board** | 2009
- **Bachelor of Commerce** | Institute of Distance Education | Mumbai University | 2006

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## Work Experience:

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### Mastercard (Singapore)

Sep. 2017 – Oct. 2024

Designation: Director, Solutions Engineering / Manager, Market Product Management

- **Directed** the development and analysis of **strategic product roadmaps**, leading to the successful launch of enhanced solutions
- Enhanced existing products and solutions by integrating **customer feedback** and analyzing **market trends**, while developing new features and functionalities to adapt to evolving customer demands and drive **customer loyalty**.
- **Collaborated** with global teams to execute **product marketing strategies**, resulting in increase in client adoption across multiple countries.
- **Led** the **full product lifecycle** from ideation to market launch, managing product development and localization efforts across APAC, with a focus on **loyalty programs** and **payment card benefits**.
- **Collaborated** with markets to craft and execute comprehensive **go-to-market strategies** for both new and existing solutions, scaling offerings across diverse regions and segments to maximize market impact.
- Prepared and deliver detailed **solution assessments** that outline the scope, objectives, benefits, risks, and costs associated with proposed solutions, facilitating informed decision-making among stakeholders.
- **Led** sales enablement and internal education initiatives, effectively communicating the value of **engagement solutions** to teams and clients, positioning Mastercard as a leader in **digital payments**.
- **Spearheaded** thought leadership initiatives on **customer loyalty trends**, influencing product strategies and enhancing Mastercard's market presence.

### Mastercard (India)

Jun. 2015 – Aug. 2017

Designation: Leader, Market Product Management

- Managed loyalty and engagement solutions for the **APAC** region, expanding **value-added services**.
- Developed new capabilities in response to emerging client needs, ensuring competitiveness in the **payments landscape**.
- **Launched** a new Loyalty Program at national level targeting in-bound foreign travellers.
- Managed **vendor relationships** for timely and cost-effective service delivery.

### S2 Infotech Pvt Ltd. (Mumbai, India)

Nov. 2013 – May. 2015

Designation: Business Development Manager

- Led **B2B sales initiatives** and managed key accounts, driving business growth through innovative solutions.
- Conducted **business analysis** and managed **MIS systems**, providing insights for **strategic decision-making**.

### NISA Group of Companies (Mumbai, India)

Dec. 2009 – Jul. 2013

Designation: Strategist Business Developer & IT Interface.

- Developed and implemented data entry and **MIS tools**, improving operational efficiency.
- Managed **cross-functional teams** to ensure seamless communication and project execution.

### Hutchison 3 Global Services Pvt. Ltd. (Mumbai, India)

Nov. 2004 – Nov. 2009

Designation: Team Coach.

- Supervised a team of **customer service representatives**, optimizing team performance and **customer satisfaction**.
- Developed and implemented **process improvements**, enhancing task distribution and efficiency.