

# PRATIK PADIYA

## Product Manager | Project Management

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

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### Professional Summary:

Strategic Product Manager with experience in fintech, payments, and enterprise solutions. Proven track record in **owning and driving roadmap strategies**, leading cross-functional teams, and delivering **data-driven insights** that influence decision-making at senior leadership levels. Expertise in managing technical products and advocating for customer-centric solutions, leveraging quantitative analysis and clear communication to drive meaningful outcomes. Adept at thriving in complex, ambiguous environments and delivering scalable results for global organizations.

### Core Competencies:

- **Product & Market Strategy: Proficient in managing** multiple global and regional products, successfully aligning strategies with customer demands and market trends.
  - **Roadmap Ownership:** Defined and delivered multiple product roadmaps that aligned with strategic objectives, enhancing organizational performance.
- **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 for Mastercard scaling adoption across diverse markets and increasing revenue by 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 making the solutions more secure and easy to use & consume increasing the overall adoption.
- **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:

- Roadmap Strategy and Execution
- End-to-End Product Lifecycle Management
- Data-Driven Insights and Recommendations
- Cross-Functional Collaboration
- Technical Product Management
- Customer-Centric Advocacy
- Quantitative Analysis and Reporting
- Executive-Level Presentation and Communication

### Education:

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

## Work Experience:

### Mastercard (Singapore)

Sep 2017 – Oct 2024

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

- **Owned and executed product roadmaps**, collaborating with cross-functional teams to align strategies with organizational goals and customer needs.
- Delivered **end-to-end data-driven analyses**, including scoping, design, and execution, leading to actionable recommendations that influenced senior leadership.
- Participated in **technical discussions** with engineering teams, contributing to product strategy and technology decisions.
- Advocated for customer priorities during **executive-level planning and prioritization** to ensure alignment with business objectives.
- **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 (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: Product Manager (Strategist Business Developer & IT Interface).**

- Conducted in-depth **analyses** of business and operational **workflows**, presenting recommendations to leadership that improved efficiency.
- Spearheaded **cross-functional project**, delivering insights into customer experiences and identifying critical investment areas.
- Built and presented clear, concise **business case** to stakeholders, aligning organizational priorities with actionable initiatives.

### 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.