

# PRATIK PADIYA

## Product Manager | Project Management

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

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### Professional Summary:

Seasoned Product and Solutions Manager with experience in **fintech, payments, and solutions engineering**, specializing in driving **RFPs, POCs, and deal closures** to accelerate business growth. Proven expertise in **partnering with clients, stakeholders, and cross-functional teams** to design, **implement**, and scale impactful solutions tailored to customer needs. Skilled in product management, **pre-sales consulting** and leading complex **API-driven integrations** across diverse markets, particularly in APAC. Adept at defining strategies, delivering technical proof-of-concepts, and enabling teams to exceed business objectives in a fast-paced environment. Demonstrated **leadership** in prior roles, mentoring and guiding teams to enhance operational efficiency and foster innovation.

### Key Achievements:

#### RFP and POC Leadership

- Led and delivered successful RFP responses and POCs for enterprise-level clients, resulting in multi-million-dollar deal closures across the APAC region.
- Designed and presented technical proof-of-concepts to prospective clients, demonstrating business value and achieving a high engagement rate.

#### Deal Closures and Pre-sales Expertise

- Collaborated with sales and business development teams to manage end-to-end pre-sales cycles, including technical due diligence and deal closure.
- Acted as the primary technical point of contact for clients during solution discovery, ensuring alignment with customer requirements and expectations.

#### Solutions Engineering

- Delivered tailored solutions for financial institutions, enabling seamless integration using SSO and/or APIs.
- Partnered with engineering teams to optimize performance and scalability of custom integrations for regional clients.

#### Cross-functional Collaboration

- Coordinated with product, engineering, and business teams to ensure seamless delivery of technical solutions while maintaining customer satisfaction.
- Managed partnerships with external vendors to meet business and technical needs efficiently.

### Skills and Interests:

- Pre-sales Consulting and Deal Closures
- RFP & POC Management
- Strategic Planning and Development including API-driven Solution Design and Integration
- Customer Insights and Analysis
- Cross-Functional Leadership (Stakeholder Management) and Team Management
- Market Research and Analysis

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### Educational Qualifications

- **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

- Designed and implemented end-to-end **POCs and RFP responses**, collaborating with sales teams to secure high-value deals in the fintech and payments domain.
- Partnered with enterprise clients to define **technical solutions**, conducting workshops and demonstrations to address customer challenges and drive adoption.
- Prepared and delivered detailed **solution assessment documents** that outline the scope, objectives, benefits, risks, and costs associated with proposed solutions, facilitating informed decision-making among stakeholders.
- Delivered regional **API integrations**, ensuring compliance with local regulations and client requirements while enhancing scalability and performance.
- **Led** product management initiatives by gathering insights and analyzing data to identify customer pain points, developing clear product strategies and roadmaps that enhance customer experiences.
- **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.
- **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**.

### 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.
- Partnered with internal teams to standardize processes for **RFPs and POCs**, improving efficiency and consistency in technical proposals.

### 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.
- Led **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.