

# PRATIK PADIYA

## Product Manager | Project Management

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

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### Professional Summary:

Experienced **Product Manager** with 9+ years of expertise in end-to-end **project management, Agile delivery, and stakeholder engagement** in Payment and Fintech. Adept at breaking down complex requirements into actionable **user stories**, managing hybrid methodologies, and driving on-time delivery of business-critical solutions. Proven ability to build relationships with C-level executives and influence outcomes in challenging environments.

### 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 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:

- Strategic Planning and Development
- Customer Insights and Analysis
- Project Management
- Digital Transformation and Innovation
- Market Research and Analysis
- Agile and Waterfall Methodologies
- Project Management Tools: Jira, Confluence
- Risk and Compliance Management
- Stakeholder Engagement and Collaboration
- Business Requirement Documentation

### 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

- **Led product management initiatives** by gathering insights and analyzing data to identify customer pain points and **developed product strategies and roadmaps** that enhanced customer experiences and drove engagement.
- **Enhanced existing products and solutions** by integrating customer feedback, analyzing market trends, and developing new features to adapt to evolving customer demands and boost **customer loyalty**.
- **Managed end-to-end product lifecycle delivery**, ensuring compliance with governance, regulatory, and operational risk requirements while achieving business objectives.
- **Crafted and executed go-to-market strategies** in collaboration with in-market teams for both new and existing solutions, scaling offerings across diverse regions and customer segments to maximize market impact.
- **Partnered with cross-functional teams** (pricing, risk, compliance, operations) to deliver scalable, regulatory-compliant product solutions aligned with business goals.
- **Prepared and presented detailed solution assessments**, outlining scope, objectives, benefits, risks, and costs to enable **informed decision-making** among stakeholders.
- **Led sales enablement and internal education initiatives**, effectively communicating the value of engagement solutions to internal 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: Product Manager (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.
- Successfully managed multiple operational projects simultaneously, balancing resources, timelines, and budgets to deliver optimized solutions under tight constraints.

### 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.