

PRATIK PADIYA

Product Manager | Project Management

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

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Professional Summary:

Accomplished Product and Solutions Manager with significant experience in technology and telecommunications sectors. Proven track record in product strategy, development, and lifecycle management. Adept at leading cross-functional teams to deliver customer-centric products, driving market expansion, and enhancing profitability. Strong background in responding to RFPs, technical solution design, and managing P&L to achieve optimal ROI.

Core Competencies:

- **Product Strategy and Development:** Expertise in formulating and executing product roadmaps for Enterprise solutions.
- **Go-to-Market (GTM) Strategy:** Experience in developing and implementing GTM strategies in collaboration with sales and marketing teams.
- **Technical Solution Design:** Proficiency in designing technical solutions and responding to RFPs/Tenders.
- **Profit and Loss Management:** Skilled in managing P&L, financial projections, and business case development.
- **Stakeholder Engagement:** Ability to engage with content partners, vendors, and internal teams to drive product success.

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
- Cross-Functional Leadership (Stakeholder Management) and Team Management
- Project Management
- Performance Monitoring and Optimization
- Digital Transformation and Innovation
- Market Research and Analysis
- 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

- 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.
- 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**.
- Led the **full product lifecycle** from ideation to market launch, managing product development and localization efforts across APAC, including training of internal and external stakeholders.
- 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**.
- Developed comprehensive responses to **RFPs**, analyzing pricing strategies, costing, and technical solutions, leading to successful contract acquisitions.
- 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.

Telecom - 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.