

PRATIK PADIYA

Product Manager | Project Management

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

+65 98854047 |  pratik.padiya@gmail.com |  [linkedin.com/in/pratikpadiya](https://www.linkedin.com/in/pratikpadiya)

Professional Summary:

Product Manager with over 12 years of experience in fintech and enterprise solutions, specializing in end-to-end product lifecycle management. Proven track record in implementing agile methodologies, leading cross-functional teams, and delivering scalable solutions that enhance operational efficiency and user satisfaction.

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 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
- Project Management
- Product Lifecycle Management
- Agile Methodologies (Scrum)
- Cross-Functional Team Leadership
- Market Research and Analysis
- Stakeholder Collaboration
- Technical Requirement Translation
- Regulatory Compliance
- Tools: JIRA, Confluence, SharePoint

Education:

- **Product Management Essentials** - Issued by **Coursera**, Authorized by **IBM**
- Agile Foundation - Issued by **LinkedIn Learning**
- **Post Graduate Diploma in Management – Finance** | Welinkar 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, 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, maintaining product roadmaps aligned with business goals and market demands using **agile methodologies**.
- 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.

- Led **cross-functional teams** in the development of B2C software solution.
- Championed the adoption of **agile practices**, improving team productivity.
- Oversaw product lifecycle from concept to launch, including post-launch performance analysis and continuous improvement.
- Ensured compliance with regulatory standards, focusing on security and scalability.

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.