

# PRATIK PADIYA

## Product Manager | Project Management

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

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

### Professional Summary:

As a seasoned and versatile **Product Manager and Solutions Leader**, I specialize in driving **revenue growth**, enhancing **customer experience**, and developing **innovative solutions** across diverse industries, particularly in **fintech** and **payments**. My expertise includes spearheading **cross-functional teams**, collaborating with **senior stakeholders**, and implementing **strategic initiatives** globally. Skilled in SQL, Tableau, and Python-based projects to drive innovation and optimize outcomes. I possess a strong ability to navigate **complex market landscapes**, consistently exceeding organizational targets and positioning myself as an asset to any dynamic organization.

### 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.
- **Directed the digitization of performance systems** at NISA Group using data analysis and process optimization techniques, streamlining operations.

### 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
- SQL – applied in data storage and Data Analysis
- Tableau – applied in Data Analytics
- Python – applied in personal projects for problem-solving and automation.

### 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 collaborating with cross-functional teams in engineering, marketing, and finance to create scalable solutions aligned with strategic growth objectives.
- Developed customer-focused solutions by leveraging **Tableau** to analyze market data, driving product innovation and adoption.
- 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, with a focus on **loyalty programs** and **payment card benefits**.
- **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: Product Manager (Strategist Business Developer & IT Interface).**

- Developed and implemented data entry and **MIS tools** leveraging **SQL**, improving operational efficiency.
- Managed **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.