SOHIT KUMAR

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📍 Noida, Uttar Pradesh, India

SUMMARY

Product Manager with 5+ years of experience leading cross-functional teams to build and scale AI-driven and B2B SaaS products. I have strong business acumen to drive product lifecycle from ideation to GTM revenue, and optimizing user experiences across large-scale systems. Key achievements include leading the strategy and end-to-end launch of HeyAlpha, a multi-agent conversational AI platform for enterprise automation, optimizing the user retention and web presence at ElectricPe, building Bifrost fnb platform & other B2B products at DotPe and implementing operational standardisation through internal products at Spinny.

EDUCATION

Bachelor of Technology (B.Tech.), Mechanical Engineering
Indian Institute of Technology (ISM)
📅 2013 - 2017   📍 Dhanbad

CGPA
8.26 / 10

WORK EXPERIENCE

Product Manager
Alphadroid
📅 04/2024 - Present   📍 Noida, India

HeyAlpha - **Conversational AI SaaS Platform**
- Led a team of 12 (devs, AI engineers, QA, design) and mentored 2 Product Analysts.
- Led strategy, roadmap, and launch of HeyAlpha, a multi-agent conversational AI SaaS platform enabling automated patient care, guest management, and enterprise workflows.
- Designed **AI agent** architecture, **RAG & prompt frameworks**, and complete user journeys across Web & App interfaces.
- Oversaw Payment gateway and other API integrations with HIS, PMS, CRM & IoT systems, ensuring system interoperability and enabling **30k+** seamless **user interactions per day**.
- Launched **0-to-1 revenue stream**, by deploying at scale across multiple industries (hospitals, hotel chains & etc.) and generating **>5M INR in first year**.
- Hospitality: Scaled AI-driven self check-in/out & in-room automation with **Ticketing and Routing** solution for **20+ hotels**.
- Healthcare: Patient registration, appointment booking and voice-based indoor navigation for **10+ hospitals**.

Product Manager
ElectricPe
📅 05/2023 - 10/2023   📍 Bengaluru, India

- Improved B2C (12-week) **user retention** from **60 to 85%** of B2C application via gamified rewards and redesigned onboarding journeys.
- Revamped in-app support & feedback system → improved query resolution speed, streamlined triaging and improved support responsiveness. **70% reduction** in in-bound support tickets.
- Revamped company website to improve SEO and conversion funnel to increase lead generation.

Product Manager
DotPe
📅 07/2021 - 10/2022   📍 Gurgaon, India

- Built **Bifrost - B2B SaaS Platform** to manage catalog and order processing for FnB merchants; Onboarded enterprise clients including McDonald's and Haldiram's, driving product adoption that generated **4M+ INR** in ARR and processed **10M+ lifetime orders**
- Led the development of the Fine Dine Suite, including kitchen dashboards, waiter app, and catalog management; reduced table turnaround time by 20%; generated over 6 million INR in revenue
- Managed payment gateway integrations for the Bifrost platform ensuring 99.9% transaction reliability
- Implemented Data-based ranking algorithms in last-mile aggregator platform to improve **delivery metrics** from **97% to 98.2%**

WORK EXPERIENCE

Associate Program Manager
Spinny
📅 03/2019 - 07/2021   📍 Gurgaon, India

- Developed **Refurbishment CRM & Inspection App**, increased refurbished cars/month by **10x** and reducing TAT by 37%.
- Improved inspection accuracy by incorporating image & sound processing algorithms and enhancing workflows → Accurate estimation of repair cost, strengthened procurement decisions & P&L outcomes.
- Collaborated with UX & Support teams in response to product usage to improve user journeys.
- Operations Standardisation in the Refurbishment dept. and cross-functional handshakes.
- Created dashboards & analytics tools to drive 15% operational cost reduction through automation and reporting streamlining.

Graduate Engineer Trainee
Tega Industries
📅 07/2017 - 01/2018   📍 Kolkata, India

- Conceptualization & validation of product models and technical support for the manufacturing & life cycle management of wear resistant mill components.
- Resulted in revenue growth for clients by delivering data-driven dashboards linking sales activity to client financial benefits.

INTERNSHIP

IIT Patna   📅 2016
Comprehensive integrated diagnostic study of tora-tora ride clusters, organized by Govt. of Bihar (India)

IIM Lucknow   📅 2015
Conducted marketing research and analysis informed by insights from Harvard Business Review articles and leading industry publications.
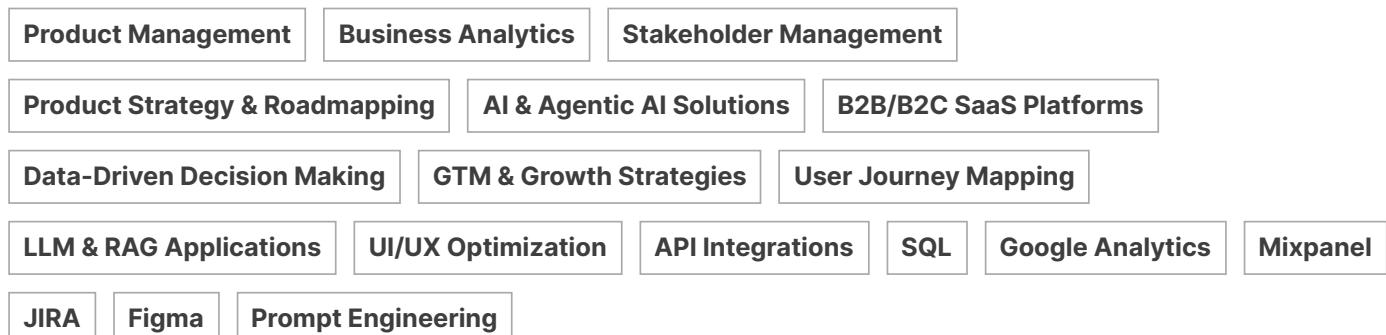
CERTIFICATION

Introduction to Software Product Management
Coursera

Generative AI: The Evolution of Thoughtful Online Search
LinkedIn

SKILLS

| Product Management | Business Analytics | Stakeholder Management |

| Product Strategy & Roadmapping | AI & Agentic AI Solutions | B2B/B2C SaaS Platforms |

| Data-Driven Decision Making | GTM & Growth Strategies | User Journey Mapping |

| LLM & RAG Applications | UI/UX Optimization | API Integrations | SQL | Google Analytics | Mixpanel |

| JIRA | Figma | Prompt Engineering |

IMPACT SNAPSHOT

- 💰 **₹30M+** cumulative revenue from launched products
- 📈 **10M+ orders processed** via FnB SaaS platforms
- ⏱️ **37%+** reduction in operational turnaround times
- 🎯 Delivered **AI-powered solutions** across 3 major industries (Healthcare, Hospitality, Retail)