

SOHIT KUMAR

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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 API integrations with HIS, PMS, CRM & IoT systems, ensuring system interoperability and enabling **30k+ 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 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.
- 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

- ₹20M+** 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)