

Nithish Sampath

Product Manager

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SUMMARY

- Led cross-functional teams and adeptly designed, launched, and managed products as a digital product manager for 3 years
- Experienced in programming technologies that include Python, SQL, Google Analytics, JIRA and Gen AI tools
- Engineering Management Graduate Student with AI & Product School Certifications

PROFESSIONAL EXPERIENCE

ICICI Bank Limited

Product Manager

July 2021 - July 2024

- Led the end-to-end revamp of ICICI's UPI payments module by enhancing scalability, reliability, and transaction throughput to support high-volume client portfolios, analogous to institutional servicing platforms
- Partnered with senior leadership to prioritize 19 high-impact UPI initiatives (User journeys such as P2P, P2M & Bill payments), aligning roadmap with broader corporate strategy and increasing MAUs by 11%
- Streamlined the standardization of UI components across three digital platforms by initiating a cross-functional design system, increasing design consistency by 95% and accelerating design-to-dev handoff by 30%
- Improved customer retention and reduced support tickets by 25% by rewriting the backend error messages and reducing UI response time by 40% by fixing the latency issues with API and UI diagnostics using Dynatrace
- Achieved a 98% issue resolution rate before launch by writing and validating 5,000+ test cases using JIRA
- Simplified User Acceptance Testing and Closed User Group testing processes by incorporating API testing with Postman and test automation to enhance efficiency and accuracy
- Utilized Figma and canvas tools to create an efficient collaboration system, reducing feedback iterations by 50% and optimizing workflow through enhanced communication and advanced design overlays
- Collaborated with finance and strategy teams to shape annual digital investment operations across core payment infrastructure

XMReality (Business Practicum Client)

Product Consultant

May 2025 – August 2025

- Identified and prioritized key product gaps and integration opportunities for XMReality's AR platform
- Delivered strategic go-to-market recommendations and competitive briefs, identifying high-growth verticals and improving client adoption across B2B remote support markets by supporting scalable deployment across enterprise accounts
- Enhanced product portfolio positioning by conducting market segmentation and aligning with industry-specific workflows, accelerating enterprise client interest and led to 15% growth in pilot conversion rates

Minsky Digital Solutions

Product Manager

March 2023 - May 2024

- Collaborated with state officials and business group heads to redesign a public platform; led the strategic planning of digital upgrades that improved engagement across 50+ regional business clusters
- Created data-driven digital transformation solutions for elected representatives and government agencies, directly impacting over 70+ constituents per district and increasing data accuracy by 20% in administrative processes
- Innovated and deployed 5+ modules for portfolio and constituency management and monitoring systems using data visualization, enabling politicians to track metrics and manage district-wide initiatives, increasing response efficiency by 30%

Futures First Info Services

Product Analyst Intern

April 2020 - June 2020

- Managed a dynamic trading portfolio of crude oil and gasoline futures by leveraging market research, technical indicators (MACD, Bollinger Bands), and price action strategies, achieving a 30% increase in profitable positions over two months
- Optimized US crude oil and gasoline futures strategies on Refinitiv, leveraging algorithmic trading to enhance execution speed by 20% and diversify the portfolio, driving improved risk-adjusted returns
- Utilized data-driven trading strategies using regression and Monte Carlo simulations to assess market trends, reduce risk exposure, and enhanced decision-making of trades and fine-tuned entries in volatile markets

PERSONAL PROJECTS

AI Response Trustworthiness Evaluator - Python, GPT-4, LangChain, Streamlit

May 2025

- Deployed a web application leveraging GPT-4 and RAG pipelines to evaluate AI-generated responses, assessing bias, hallucination risk, and fact confidence, resulting in a 50% reduction in unverified content
- Established a Retrieval QA pipeline with Pinecone vector database to cross-reference user inputs against verified data, resulting in a 40% faster trustworthiness assessment of AI responses

SKILLS & CERTIFICATIONS

- **Tools:** Figma, Asana, Zeplin, Jira, GitHub, Azure, AWS, Amplitude, React, Node, Miro, G Suite, MS Office
- **Data & Market Analysis:** Google Analytics, Dynatrace, SQL, Python, A/B Testing, Research Analyst
- **Product Management:** Roadmap Planning, Feature Prioritization, Customer Feedback Analysis, Agile, GTM Strategy
- **Key Courses:** Information Systems, Big Data Infrastructures, Consumer Behavior, Technology Strategy, Project Management
- **Certifications:** Google AI Essentials (Coursera), AI for PMs (Pendo), Product Launches Certification (Product School)

EDUCATION

University of Illinois Urbana Champaign

Illinois, United States

- Master of Science in Technology Management, *Specialization: Information Technology* | GPA: 3.98/4.00 August 2025

Indian Institute of Technology Madras

Chennai, India

- Bachelor of Technology in Naval Architecture and Ocean Engineering | GPA: equivalent to 3.3/4.0 July 2021