

# SAHAIB SINGH

Mumbai, India

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## Profile

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Customer-obsessed product leader with 8+ years of experience in product development and business operations, specializing in SaaS platforms and early-stage startup growth. Proven expertise in product strategy, stakeholder management, and building scalable solutions from ground up. Successfully developed multiple SaaS platforms, managed cross-functional teams, and achieved 98% client satisfaction through strategic requirements gathering, product optimization, and customer-centric approach. Strong background in corporate mobility, logistics technology, and implementing data-driven solutions to enhance operational efficiency and drive business growth.

## Experience

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### Freightify Solutions India PVT. LTD.

Nov 2021 – Aug 2025

*Lead - Technical Product Specialist (Promoted Nov 2023)*

*Hybrid*

- Led product support operations and customer-driven feature prioritization, managing product roadmap based on client feedback and support ticket analysis to ensure rapid turnaround of critical issues and feature requests.
- Built custom dashboards and analytical queries to provide real-time insights into product performance, customer usage patterns, and support metrics across 200+ freight forwarder integrations, improving decision-making speed by 40%.
- Served as technical bridge between customer support and development teams, translating complex business requirements into technical specifications and ensuring seamless communication for faster product iterations and bug fixes.
- Developed and integrated AI-powered solutions including the CrewAI-based L3 support automation system, reducing manual ticket analysis time by 60% and improving support team efficiency through intelligent root cause analysis.
- Owned end-to-end product support processes from ticket analysis to feature delivery, establishing systematic approaches to customer issue resolution that improved support efficiency by 35% and customer satisfaction scores.
- Created technical documentation, process workflows, and knowledge base systems that enhanced cross-functional collaboration between support, product, and engineering teams, reducing onboarding time for new team members by 50%.
- Managed product optimization initiatives based on customer priorities, implementing quick-turnaround solutions and enhancements that directly addressed user pain points and improved product adoption rates.
- Utilized AI and automation tools to streamline support operations, develop custom utilities, and create intelligent monitoring systems that proactively identified and resolved potential product issues before they impacted customers.

### Freelance Product Consultant

2021 – 2024

*Data Product Specialist*

*Remote*

- Developed data-intensive applications (Portsindex, Polirizer) using AWS infrastructure, implementing data pipelines and analytics features that achieved 85% user adoption.
- Built streaming data solutions for URL analytics platform (reurl.dev) using AWS Kinesis and Lambda, processing 10K+ daily events with real-time insights.
- Designed Power BI reports and data visualizations for 5+ clients, transforming raw business data into actionable insights and improving decision-making speed by 50%.
- Implemented ETL processes using AWS Glue and Apache Spark for data transformation, enabling automated data flows from multiple sources into centralized data warehouses.
- Consulted on big data architecture design, utilizing Map Reduce and streaming technologies to build scalable data processing solutions for startup clients.

### Commute: Next Gen Smart Mobility

Sep 2016 – Sep 2021

*Product Associate & First Employee*

*Mumbai, India*

- Served as the founding team member and first employee at this corporate mobility startup, wearing multiple hats across product development, operations, business development, and customer success functions.
- Led end-to-end product development of Commute PaaS platform - an Employee Transportation Management System (ETS) that automated fleet operations, route optimization, and real-time tracking for corporate clients.
- Built and managed relationships with 15+ enterprise clients worth \$500K+, including comprehensive onboarding, requirements gathering, product customization, and ongoing account management to ensure customer success.
- Designed and implemented core product features including GPS tracking, route scheduling, employee rostering, SMS notifications, and fleet capacity optimization, resulting in 40% operational efficiency improvement for clients.
- Managed complete product lifecycle from ideation to deployment, conducting market research, competitive analysis, user interviews, and feature prioritization to drive product-market fit in the corporate transportation sector.

- Coordinated cross-functional operations including vendor management, driver onboarding, fleet maintenance, customer support, and quality assurance to ensure seamless service delivery across Mumbai and Pune markets.
- Contributed to company's recognition as NASSCOM's Top 50 Mobility Companies (2019) and Shell's Top 10 Mobility Companies (2020) through strategic product positioning and customer success initiatives.
- Established operational processes, documentation standards, and customer support frameworks that enabled the company to scale from startup to serving multiple enterprise clients with complex transportation requirements.

## Education

<b>University of Mumbai (IDOL)</b>	<b>2015 – 2024</b>
<i>Bachelor of Science in Computer Science</i>	<i>Mumbai, India</i>
<ul style="list-style-type: none"> <li>• Specialized coursework in database systems, data structures, and software engineering methodologies.</li> <li>• Completed capstone projects in data analysis and system design, demonstrating practical application of computer science principles.</li> <li>• Successfully balanced academic commitments with professional experience in product development and startup operations.</li> </ul>	
<b>Swami Vivekanand Junior College Of Science And Commerce</b>	<b>2013 – 2015</b>
<i>HSC, Maharashtra State Board</i>	<i>Mumbai, India</i>
<b>St. Joseph's High School</b>	<b>2003 – 2013</b>
<i>SSC, Maharashtra State Board</i>	<i>Mumbai, India</i>

## Certifications

<b>AWS Solutions Architect Associate</b>	<b>In Progress</b>
<i>Cloud Data Services Certification</i>	<i>Amazon Web Services</i>
<b>Microsoft Power BI Data Analyst</b>	<b>In Progress</b>
<i>Business Intelligence Certification</i>	<i>Microsoft</i>
<b>AI for Product Management</b>	<b>2025</b>
<i>Professional Certification</i>	<i>Pendo.io</i>
<b>Fundamentals of Agile Project Management</b>	<b>2025</b>
<i>Professional Certification</i>	<i>Project Management Institute</i>
<b>Data Science Tools (DS0105EN)</b>	<b>2025</b>
<i>Professional Certification</i>	<i>IBM</i>
<b>Diploma in Product Management</b>	<b>2025</b>
<i>CPD Certified</i>	<i>Alison Learning</i>

## Projects

<b>AI Support Agent (Freightify)   CrewAI-powered L3 Support Automation</b>	<b>2025</b>
<ul style="list-style-type: none"> <li>• Built intelligent support automation system using CrewAI framework that fetches L3 support tickets from Freshdesk, performs automated root cause analysis using internal APIs as tools, and generates summarized notes for human agents, significantly reducing ticket resolution time.</li> </ul>	
<b>Portsindex   Data-Driven Logistics Platform</b>	<b>2024</b>
<ul style="list-style-type: none"> <li>• Built comprehensive logistics data platform using AWS services, implementing ETL pipelines and Power BI visualizations for port data analytics at portsindex.com.</li> </ul>	
<b>Data Analytics Dashboard   Business Intelligence Solution</b>	<b>2024</b>
<ul style="list-style-type: none"> <li>• Developed real-time analytics dashboard using Power BI and AWS data services, processing privacy policy data and generating actionable insights for 500+ users.</li> </ul>	
<b>IPindex &amp; DNS-index   Data Processing Tools</b>	<b>2025</b>
<ul style="list-style-type: none"> <li>• Created automated data processing tools using AWS Lambda and streaming technologies, reducing manual data processing time by 10+ hours weekly.</li> </ul>	

Serenity Health | *Mental Wellness Platform*2025

- Developed comprehensive mental health and wellness platform at [serenityhealth.sahaibsingh.com](https://serenityhealth.sahaibsingh.com), providing resources, tools, and personalized recommendations for mental wellness support and self-care management.

Potion Path | *Ayurvedic Wellness Guide*2025

- Created comprehensive Ayurvedic wellness platform at [potionpath.sahaibsingh.com](https://potionpath.sahaibsingh.com), featuring traditional Indian superfoods, nutritional information, seasonal dietary guides, and ancient Ayurvedic wisdom for modern wellness practices.

Skills & Technical Expertise

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- Product Management & Support:** Product strategy, Customer-driven prioritization, Support operations, Requirements translation, Cross-functional collaboration, Stakeholder management, Customer success, Quality assurance
- AI & Automation:** CrewAI framework, AI agent development, Support automation, API integration, Intelligent systems, Process automation, AI-powered analytics, Tool development
- Business Operations:** Startup operations, Vendor management, Client relationship management, Process optimization, Performance metrics, Team leadership, Business development
- SaaS & Mobility Tech:** Fleet management systems, Route optimization, Real-time tracking, Corporate transportation, Employee transportation management, Logistics platforms, Freight forwarding systems
- Data Analysis & Visualization:** SQL queries, Dashboard development, Power BI (4+ years), Google Looker Studio, Custom reporting, Data visualization, Performance analytics, Customer behavior analysis
- Technical Collaboration:** Dev team coordination, Requirements gathering, Technical documentation, System integration, API development, Troubleshooting, Solution architecture
- Cloud & Database:** AWS services (S3, EC2, RDS), Database management, SQL (advanced), NoSQL, MongoDB, Cloud architecture, Data modeling
- Tools & Platforms:** Freshdesk, Figma, Jira, Confluence, Git, APIs, Mixpanel, Advanced Excel, Project management tools, Support ticketing systems
- Communication & Leadership:** Customer advocacy, Technical translation, Presentation skills, Knowledge management, Training development, Agile methodologies