

# 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 – Present

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

*Hybrid*

- Established comprehensive product support processes and technical frameworks, creating systematic approaches to product analysis and technical insights that improved support efficiency by 35% and enhanced product decision-making capabilities.
- Built automated reporting systems and technical analysis tools, developing custom dashboards and monitoring solutions that provided real-time insights into product performance and user behavior across 200+ freight forwarder integrations.
- Designed and implemented technical tools for product analysis, including data extraction utilities, performance monitoring scripts, and automated reporting pipelines that reduced manual analysis time by 50%.
- Led technical requirements gathering and product specification development, collaborating with engineering teams to translate business needs into technical solutions and improve product delivery timelines by 30%.
- Created technical documentation standards and analysis frameworks, establishing best practices for product support and technical insights that enhanced cross-functional collaboration and knowledge sharing.
- Developed comprehensive product analytics and reporting infrastructure, implementing automated data collection and visualization tools that provided actionable insights for product optimization and strategic planning.
- Managed technical tool development and process optimization initiatives, building custom utilities and automation scripts that streamlined product support operations and improved team productivity by 25%.
- Established technical analysis methodologies and metrics tracking systems, creating standardized approaches to product performance evaluation and technical issue resolution that enhanced overall product reliability.

### 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:** Product strategy, Roadmap development, Requirements gathering, Stakeholder management, Customer journey mapping, Agile methodologies, Quality assurance, Market research
- Business Operations:** Cross-functional collaboration, Vendor management, Client relationship management, Process optimization, Performance metrics, Customer success, Team leadership
- SaaS & Mobility Tech:** Fleet management systems, Route optimization, Real-time tracking, Corporate transportation, Employee transportation management, Logistics platforms
- Cloud & Data Services:** AWS S3, EC2, RDS, Database management, Data processing concepts, Cloud architecture understanding
- Data Visualization & BI:** Power BI (4+ years), Google Looker Studio, Databrains, Databricks, Custom dashboard development
- Database & Storage:** SQL (advanced), NoSQL, MongoDB, Data modeling, Database design, Performance optimization
- Design & Analysis:** Design thinking, Prototyping, UI/UX principles, Competitive analysis, User research, A/B testing
- Tools & Platforms:** Figma, Jira, Confluence, Git, APIs, Mixpanel, Advanced Excel, Statistical analysis, Project management tools
- Communication & Leadership:** Startup operations, Business development, Technical documentation, Customer demos, Presentation skills