

SAHAIB SINGH

Mumbai, India

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Profile

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

NAVTOR India Pvt Ltd

Sept 2025 to Present

Process & Efficiency Lead

Mumbai, India

- Delivered major contributions within the first three months across product, support and automation, directly improving customer experience and internal efficiency for global maritime clients.
- Created NAVTOR's first AI based support assistant using MS Copilot Studio that automates ticket analysis, root cause detection and context gathering by integrating internal APIs and documentation sources. This reduced time to resolution for complex technical issues and improved knowledge transfer across teams.
- Introduced structured workflows and technical articulation standards that improved handovers between support, product and engineering teams for NAVTOR Digital Logbooks product.
- Mapped critical product gaps and recurring customer issues by evaluating logs, system behavior and user workflows which helped establish a clearer feedback loop between customer facing teams and engineering.
- Built internal utilities and process enhancers that simplified troubleshooting, reduced dependency on senior engineers and increased the consistency of L2 and L3 responses to vessel queries.
- Acted as a bridge between product and support, simplifying complex technical issues into actionable insights, improving cross team coordination and unlocking faster product decisions.
- Built the information architecture, navigation structure and workflow templates for the SharePoint site to ensure long term scalability, discoverability of content and faster technical onboarding.

Freightify Solutions India Pvt Ltd

Nov 2021 to Aug 2025

Lead Technical Product Specialist (Promoted Nov 2023)

Hybrid

- Led product support operations and customer driven feature prioritization, ensuring rapid turnaround of critical issues and feature requests across 200 plus freight forwarders.
- Built analytical dashboards that improved decision making speed by 40 percent by giving real time visibility into customer usage patterns, integrations and product health.
- Acted as the technical link between support and engineering by converting complex customer problems into clear technical requirements. This enabled faster iterations and cleaner releases.
- Developed AI driven systems including the CrewAI based L3 automation framework that reduced manual ticket investigation effort by 60 percent.
- Created structured documentation, workflows and onboarding guides that cut new team member ramp up time by 50 percent.
- Owned the entire support to delivery flow and implemented improvements that raised customer satisfaction metrics by 35 percent.

Freelance Product Consultant

2021 to 2024

Data Product Specialist

Remote

- Designed and launched data heavy applications including Portsindex and Polirizer with 85 percent adoption through clean UX, strong data architecture and automated pipelines.
- Built real time event processing using AWS Kinesis and Lambda for reurl.dev handling more than ten thousand events per day.
- Created BI dashboards for multiple clients using Power BI and AWS infrastructure that improved visibility and decision making for business teams.

Commutec: Next Gen Smart Mobility

Sept 2016 to Sept 2021

Product Associate and First Employee

Mumbai, India

- Founding team member handling product, operations, business development and customer success for enterprise mobility clients.

- Led development of Commutee PRo which automated fleet operations and improved client efficiency by 40 percent.
- Managed relationships worth more than half a million USD across fifteen plus enterprise customers and handled end to end requirements, onboarding and long term account growth.
- Helped the company achieve recognition from NASSCOM and Shell through strong product execution and customer success delivery.

Education

University of Mumbai (IDOL) <i>Bachelor of Science in Computer Science</i>	2015 – 2024 <i>Mumbai, India</i>
• Specialized coursework in database systems, data structures, and software engineering methodologies. • Completed capstone projects in data analysis and system design, demonstrating practical application of computer science principles. • Successfully balanced academic commitments with professional experience in product development and startup operations.	
Swami Vivekanand Junior College Of Science And Commerce <i>HSC, Maharashtra State Board</i>	2013 – 2015 <i>Mumbai, India</i>
St. Joseph's High School <i>SSC, Maharashtra State Board</i>	2003 – 2013 <i>Mumbai, India</i>

Certifications

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

Projects

AI Support Agent (Freightify) CrewAI-powered L3 Support Automation	2025
• 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.	
Portsindex Data-Driven Logistics Platform	2024
• Built comprehensive logistics data platform using AWS services, implementing ETL pipelines and Power BI visualizations for port data analytics at portsindex.com.	
Data Analytics Dashboard Business Intelligence Solution	2024
• Developed real-time analytics dashboard using Power BI and AWS data services, processing privacy policy data and generating actionable insights for 500+ users.	
IPIndex & DNS-index Data Processing Tools	2025
• Created automated data processing tools using AWS Lambda and streaming technologies, reducing manual data processing time by 10+ hours weekly.	
Serenity Health Mental Wellness Platform	2025

- Developed comprehensive mental health and wellness platform at 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, featuring traditional Indian superfoods, nutritional information, seasonal dietary guides, and ancient Ayurvedic wisdom for modern wellness practices.

Skills & Technical Expertise

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