

Santosh Talluri



Lathrop, CA 95330 ■ +1.650.282.0273 ■ santoshtalluri@gmail.com ■ [LinkedIn](#)

HIGHLIGHTS

- Aspiring Product Manager with extensive experience in SaaS product management, especially within B2B, currently driving AI feature development and leading generative AI initiatives to enhance product capabilities.
- 6+ years in product management, with a focus on leveraging AI technologies to create innovative solutions and improve user experiences.
- 9+ years as an ITSM Process Consultant, integrating AI-driven automation to streamline processes and enhance operational efficiencies.
- Advocate for low-code/no-code solutions, improving platform management and accelerating product updates.
- Proficient in data-driven decision making, cross-functional collaboration, leadership communication, and delivering exceptional user experiences.
- Strong in technical skills including SQL, Python, Agile methodologies (Scrum, Kanban), Jira, data analysis, Git, and Figma.
- Extensive experience in admin console development, support portal enhancement, third-party integrations, and regulatory oversight.

EXPERIENCE

June-2022 to Present Product Manager at Ushur Lathrop, California

- Led the development of Ushur Studio from the ground up, empowering citizen developers to create workflows independently. This resulted in a 40% reduction in time spent by solution consultants, demonstrating measurable cost savings and productivity gains.
- Defined and executed the product roadmap for Ushur Studio, aligning the product's direction with the company's long-term strategy and customer feedback.
- Led an incident detection project for an insurance client, setting up automated alerts for suspicious activities. This enhancement streamlined response times by 25%, reduced manual effort, and bolstered client security measures.
- Collaborated with stakeholders across marketing, sales, engineering, and customer success to ensure clear stakeholder communication and alignment on product goals.
- Utilized metrics analysis to track feature adoption, customer engagement, and product performance, refining the product based on data-driven insights.

July-2021 to Apr-2022 Senior Product Manager at GEP Worldwide Fremont, California

- Spearheaded a self-onboarding feature for small and medium businesses, enabling customers to join independently. This initiative reduced onboarding costs by \$1.7M per year and significantly improved the customer onboarding experience.
- Implemented a subscription-based model where customers could select and pay for specific products within the platform, creating a more flexible and attractive offering for SMB clients.
- Developed and refined the product roadmap to align with both customer needs and company goals, ensuring scalable growth in the B2B SaaS market.
- Focused on metrics analysis to monitor the success of onboarding and subscription features, ensuring continuous improvement and customer satisfaction.
- Established strong stakeholder communication practices, collaborating with internal teams to ensure alignment on product strategies and execution.
- Drove cross-functional collaboration to deliver key features, ensuring smooth launches and ongoing support for the subscription-based software model.

Jan-2018 to May-2021 Product Manager at Servicenow Santa Clara, California

- Managed the Now Support ecosystem, including key products like the Search on the Support Portal, third-party integrations, and Predictive Intelligence.
- Responsible for product planning and execution, ensuring seamless delivery of mission-critical products.
- Partnered with NPI and Support Readiness teams during go-live phases to ensure smooth transitions
- Designed and led a New Product Introduction team, ensuring all new products passed a rigorous internal review before launch. This process reduced product launch defects by 15% and shortened time-to-market by 20%, directly improving customer satisfaction.
- Owned the mobile product strategy and execution, introducing a search functionality that increased user engagement by 30% and extended ServiceNow's accessibility for on-the-go users, positively impacting product adoption rates.

Sep-2016 to Jan-2018 ITSM Process Consultant at Cognizant Technology Solutions

- Pre-sales ITSM Consultant for pre-sales activities including RFPs and RFIs with a focus on AI technologies and automation for clients.
- Established formal ITIL processes and consulted on tools for ITIL-based services.

Feb-2012 to Sep-2016 ITSM Process Consultant at Wipro Ltd

- Defined and implemented required ITIL processes, socialized them across teams, and drove adoption through training.

Jul-2004 to Jan-2012 Project Lead at HSBC

- Led a global helpdesk integration project in Asia-Pacific, resulting in significant cost savings and operational efficiencies.

ACADEMICS

Course Name	University	Duration
Master of Business Administration (M.B.A)	Osmania University (India)	2012-2013
Bachelors in Computer Applications (B.C.A)	Makhanlal National University of Journalism (India)	1999-2002

Key Achievements

- Created a new customer onboarding process, reducing wait times from **4 weeks to 1 day**.
- Led the New Product Introduction team at ServiceNow, implementing a rigorous review process that reduced product launch defects by 15% and **shortened time-to-market by 20%**, enhancing customer satisfaction.
- Improved search performance by using a machine learning model, cutting search times from **8 seconds to less than 0.5 seconds**.
- Implemented generative AI models to provide predictive insights and automate tasks, **increasing search results efficiency by 40%**.
- **Saved \$1.2 million** annually by retiring outdated employee systems at ServiceNow.