Santosh Talluri

santoshtalluri@gmail.com • +1.650.282.0273
LinkedIn • Lathrop, CA 95330

Product Management

Results-driven product leader with extensive experience driving innovation and delivering customer-centric SaaS solutions across diverse industries. Expertise in defining and executing product roadmaps, building low-code/no-code platforms, and leveraging AI-driven technologies to optimize workflows and enhance user experiences. Proven ability to reduce costs, increase efficiency, and scale products for SMB and enterprise clients. Adept at cross-functional collaboration, data-driven decision-making, and stakeholder alignment to ensure seamless product launches and long-term success. Skilled in modern product management frameworks, subscription monetization strategies, and agile methodologies to deliver impactful, scalable, and market-aligned solutions.

Technical Proficiencies & Industry Concepts

SaaS Platforms, Low-code/No-code Development Tools, Generative AI, Data Analytics Tools

Agile Methodologies, Workflow Automation, Subscription Models, Stakeholder Communication

Notable Accomplishments

- Minimized wait times from four weeks to one day by designing innovative customer onboarding process.
- Enhanced customer satisfaction by reducing product launch defects by 15% and improving time-to-market by 20% with rigorous internal reviews.
- Saved $1.2M annually by retiring outdated employee systems at ServiceNow.
- Increased search results efficiency by 40% through implementation of generative AI models.

Career Experience

Ushur, Lathrop, CA   2022 – Present
Product Manager

Strategize and present Ushur Studio product roadmap, synchronizing its vision with organizational goals and customer insights. Partner with cross-functional teams for ensuring unified communication and alignment on strategic product objectives. Optimize product performance and customer engagement by leveraging data analytics to enhance feature adoption and refine offerings.

- Achieved 40% reduction in solution consultants' time and measurable cost savings by spearheading creation of Ushur Studio, enabling citizen developers to independently design workflows.
- Accelerated response times by 25%, reduced manual efforts, and fortified client security by orchestrating automated incident detection system for insurance client.
- Developed and launched a low-code/no-code workflow builder, reducing onboarding time by 50%, cutting consultant reliance to save millions annually, and increasing customer satisfaction by 40%, driving 20% growth in new customer acquisition.

GEP Worldwide, Fremont, CA   2021 – 2022
Senior Product Manager

Enhanced flexibility and appeal for SMB clients by introducing a subscription-based model, allowing tailored product selection and payment within platform. Streamlined scalable growth in B2B SaaS market through creation and optimization of a customer-focused, goal-aligned product roadmap. Elevated onboarding and subscription feature performance through metrics monitoring for driving continuous improvement and satisfaction. Strengthened alignment on product strategies by fostering transparent stakeholder communication and collaboration across internal teams. Facilitated seamless feature launches and sustained support for subscription-based software by coordinating cross-functional efforts effectively.

- Delivered $1.7M annual cost savings and enhanced customer onboarding experience by launching a self-onboarding feature for SMBs, enabling independent customer enrollment.
- Modernized SMB onboarding with self-service workflows and a modular subscription model, resulting in increasing adoption by 30%, generating $1.7M in annual recurring revenue, and boosting user satisfaction by 25% while reducing onboarding costs by 60%.

Servicenow, Santa Clara, CA   2018 – 2021
Product Manager

Directed Now Support ecosystem, including Search on Support Portal, third-party integrations, and Predictive Intelligence, ensuring seamless functionality of key products. Updated planning and delivery of mission-critical products through comprehensive product management and execution strategies. Collaborated with NPI and Support Readiness teams during go-live phases to guarantee smooth transitions and optimal product launches.

- Automated instance management lifecycle, reducing provisioning errors by 65%, cutting average provisioning time by 30%, and decreasing support tickets by 20%, significantly enhancing operational efficiency and customer experience.

- Optimized search functionality with AI-driven predictive intelligence, improving relevance by 70%, reducing support tickets by 25%, and boosting user retention by 15% through enhanced platform usability.

- Minimized product launch defects by 15% and shortened time-to-market by 20%, improving customer satisfaction through creation and oversight of a New Product Introduction (NPI) process.

- Increased user engagement by 30% and improved product adoption by introducing mobile search functionality, advancing ServiceNow's accessibility for on-the-go users.

Cognizant Technology Solutions, Santa Clara, CA   2016 – 2018
ITSM Process Consultant

Designed new ITSM processes, such as incident management, problem management, change management, service request management, and configuration management. Identified areas for cost reduction, service quality improvement, and efficiency gains in IT operations. Implemented automation and streamlining initiatives to boost process efficiency.

- Led pre-sales activities, including RFPs and RFIs, specializing in AI technologies and automation to meet client needs.

- Implemented formal ITIL processes and provided expert consultation on ITIL-based service tools to enhance operational efficiency.

Wipro Ltd, San Jose, CA   2012 – 2016
ITSM Process Consultant

Oversaw configuration and integration of ITSM tools with other enterprise systems. Verified processes comply with relevant industry standards, regulations, and internal policies. Provided regular reports on process performance, incident resolution times, and service quality. Conducted trend analysis to recognize recurring issues and areas needing attention.

- Attained widespread adoption of ITIL processes by driving cross-team engagement and delivering comprehensive training. Defined and executed necessary processes to assure seamless integration and compliance.

Additional Experience: *Project Lead, HSBC, Hyderabad, India*

Projects

- Ushur Studio Platform: Increased user adoption by 40% through intuitive low-code workflow automation and AI-powered insights.

- SMB Subscription Model: Reduced onboarding costs by $1.7M annually and drove flexibility through subscription-based pricing.

- AI-Powered Search: Boosted query precision and speed, cutting support tickets by 50%.

- Instance Management: Improved scalability with 30% reduction in provisioning times and 15% fewer incidents through automation.

Education

Master of Business Administration (M.B.A)
   Osmania University, India

Bachelors in Computer Applications (B.C.A)
   Makhanlal National University of Journalism, India