GOWRI SHANKAR G - PRODUCT MANAGER

PRODUCT LEADER | CLOUD FINOPS | AGILE LEAD | CUSTOMER EMPATHY | PRODUCT MINDSET

Email: ggshankar.sai@gmail.com, **Phone:** +91 9790606668, **LinkedIn Profile:** LinkedIn,
Portfolio: ShankarPortfolio

PROFESSIONAL SUMMARY

Results-driven **Product Manager** with **9.8 years** experience, transforming complex technical challenges into scalable solutions. Specialized in Cloud FinOps and cost optimization, delivering 15%+ cost savings and improving user experience by 35%+ across enterprise platforms serving 5+ clients

SKILLS

Product Lifecycle Management, Product Strategy, Feature Prioritization, Roadmapping, SaaS Product Delivery, Go-To-Market Strategy, User Research, Market Sizing, Competitor Analysis, UI/UX Design, Power BI, Stakeholder Management, Risk Analysis, Business Transformation, Problem Solving, Agile Sprint Planning, Product Backlog, User Stories, MVP Delivery, Clouds – AWS, Azure, GCP

CERTIFICATIONS

SAFe Product Manager/Product Owner|SAFe Scrum Master|AWS Cloud Practitioner|Harness Cloud Cost Management|Six Sigma Yellow belt|Business Process Management (BPM)|UiPath Business Analyst

TOOLS & PLATFORMS

Jira, Confluence, Visio, AWS, Azure, GCP, Harness, UiPath, Blue Prism, Automation Anywhere

EDUCATION

B.E – Mechanical Engineering – **SCSVMV University** – 2009 to 2013
MBA – Finance & Marketing – **VIT University** – 2014 to 2016

EXPERIENCE Total – 9.8 Years

1. UST Global - Product Manager – January 2020 to June 2025 - 5 Years 6 Months

- **Customer Onboarding:** Removed unwanted touchpoints, enhanced the flow by **40%,** time-to-value improved from **10** to **3 days**, improved customer satisfaction by **35%** and introduced **IAM, RBAC, Keycloak (Identity Provider)** for safety & security and pages with **progress stepper** for easy navigation
- **Performance Management:** Enhanced the product response by migrating from **AWS Elastic Search** to **ClickHouse OLAP DBMS**, results were **1.5x** faster
- **Anomaly Detection:** Spearheaded the **roadmap** for **anomaly detection,** with **Exploratory Data Analysis** visibility, implemented **KNN ML model** to detect active & forecasted cost spikes enabling **15%** cost saving
- **Dashboard Creation:** Increased product adoption by introducing a dashboard **clone** feature, which reduced creation time by **60%** and significantly improved the user experience
- **Risk assessment:** Collaborated with team to uncover potential **vulnerability** and ensured **API (REST)** endpoints are re-modified, **Angular** & **.NET** were upgraded thereby reducing the incidents by **25%**
- **Compliance:** Embedded **compliance** by applying guardrails aligned to **HIPAA, GDPR & BASEL** ensuring 100% regulatory adherence and secure handling of customer data
- **Product Metrics:** Constantly captured the internal (performance, time to market, scalability) and external (DAU, ARPU) **metrics** to gauge the performance of the product
- **Cross functional engagement:** Collaborated with internal stakeholders to oversee DevOps (CI/CD pipelines, SSL certificates), Testing (RCA, Swagger), and Development functions, ensuring smooth delivery and compliance
- **Customer Insights & Solutioning:** Ran 10+ customer interviews across **Banking, Financial Services, Insurance, Healthcare** domain, generating 50+ insights and improved usability by 35% through Jobs-to-be-Done and empathetic design to uncover unmet needs and build solutions that addressed user goals.

2. HCL Technologies - RPA Business Analyst – June 2016 to December 2019 - 3 Years 6 Months

- **Automation Expertise:** Delivered automation across **17** processes spanning **9** accounts in domains - **Financial & Accounting Operations**, **Banking, Telecom, Manufacturing, Dairy, Insurance and Pharma**
- **End-to-End RPA Delivery:** Led full **RPA lifecycle** using **Blue Prism, UiPath and Automation Anywhere** from process discovery to deployment that saved processing time and decreased FTE count.

3. Indo Auto Tech - Graduate Engineer Trainee – September 2013 to May 2014 - 8 Months

- **Production Engineering:** Oversaw manufacturing process for the automobile parts ensuring quality.