

Shubham Singh

✉ shubhamsingh842@outlook.com ☎ +91 88614 69713 📍 Bangalore, India, India 🌐 LinkedIn

Professional Summary

Product Manager with 3+ years of experience in product management within SaaS & enterprise platforms. Proven track record in transforming legacy systems to scalable cloud-native platforms and driving AI-powered product adoption by leveraging user research and data-driven strategies. Skilled in product strategy, Agile methodologies and data analytics, known for driving scalable AI-powered solutions that enhance learner outcomes and business growth.

Work Experience

Product Manager – Infosys Limited

Jul 2022 – Present | Bangalore

- Led end-to-end transformation of a legacy Learning and Development system into a scalable cloud-native platform serving 250,000+ learners, driving 75% increase in adoption & user satisfaction by conducting comprehensive user research and feedback analysis to identify employee pain points & translating insights into product features.
- Owned end-to-end product lifecycle for a GenAI-powered L&D chatbot serving 250K+ employees, delivering personalized support and reducing user effort. Leveraged a locally hosted Llama 3 8B model with Retrieval-Augmented Generation (RAG) and vector search, resulting in a 28% increase in course completion rates.
- Launched certification platform across 20+ domains, driving 64% YoY certification growth and 32% rise in promotions.
- Achieved \$250K+ annual cost savings via automation and streamlined content operations.
- Led A/B testing & product experimentation to optimize user flows, onboard new features & evaluate chatbot responses, refining conversational flows that resulted in a 20% increase in conversion rates and a 38% improvement in user feedback scores.
- Designed retrieval logic, metadata architectures, and evaluation workflows to support AI-driven features, improving data accuracy and system performance.
- Collaborated cross-functionally to align product strategy with business goals and maximize adoption.

Senior Associate Consultant – Infosys Limited

May 2019 – Jul 2022 | Bangalore

- Automated server space reporting for 50+ servers, saving 365 annual manual hours.
- Designed and maintained Jenkins/GitHub CI/CD pipelines, reducing deployment time by 40% with 99.5% success rate.
- Implemented New Relic and ELK monitoring, maintaining 99.9% uptime and reducing incident response by 30%.

Technical Solutions Representative II – HP PPS Services India Pvt. Ltd.

Jan 2016 – May 2019 | Bangalore

- Managed version control and CI/CD workflows for 10+ SaaS apps, achieving 95% on-time delivery.
- Ensured 99.8% uptime for services supporting 1,000+ users through proactive maintenance.

Education

Bengal College of Engineering and Technology – India

Jul 2015

Bachelor of Technology (B.Tech.) in Information Technology

Certifications

Infosys Global Agile Certification – Infosys

Aug 2022

Infosys Certified Product Owner – Infosys

Jan 2022

Skills

Product & Agile Management: Product Strategy, User Research, A/B Testing, Product Roadmap, Competitive Analysis, Jira, Confluence, Stakeholder Management

Analytics: Mixpanel, Amplitude, SQL

Technical & Integration: RESTful APIs, Postman, GitHub, Jenkins, Zoom & Microsoft Suite APIs

Design: Figma, Wireframing