

# Kritesh Singh

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## EXPERIENCE

### Care Health Insurance Ltd

Gurgaon, India

#### Product Manager, AI & ML Products

Apr 2023 - Present

- Led **AI and consumer-facing product** initiatives across claims, onboarding, and customer service, aligning with user-centric design principles; reported directly to CPO and presented strategy to COO, CTO, and CIO.
- Defined **product vision, roadmap, and KPIs** for consumer-focused AI solutions; mentored junior PMs and collaborated with UX teams to ensure intuitive user experiences.
- Initiated **privacy-first data practices**, ensuring compliance & aligning with Care's commitment to user privacy & data security
- Team lead for 2 Product Managers, 2 interns, and cross-functional teams (engineering, data science, UX design) to deliver scalable, innovative product solutions.
- Shipped Gen AI and DL-powered claims document classification and data extraction platform (**1M+ claims/year**), delivering **100K person hours**, **\$1.1M** in projected annual savings and **15% YoY growth**
- Launched OCR/ML-powered **KYC data security** for mobile/web, improving onboarding by **40%** and saving **\$100K/year**
- **Prototyped** GenAI-based grievance summarization tool, reducing support resolution time by **45%** for **500K+ customers**
- Shipped rule and AI-based claim validation engine integrated with cloud systems, improving operational efficiency by **20%**

### Care Health Insurance Ltd

Gurgaon, India

#### Associate Product Manager, Claims

Jun 2021 - Mar 2023

- Led 0→1 development of digital products used by **10M+ users**, enhancing UX across web and mobile platforms
- Delivered product for real-time claims payout reducing from **2 days to 5 seconds**, enabling **\$15M+** in annual disbursements
- Automated OPD and health checkup claims, boosting process efficiency by **80%** and saving **\$30K/year**
- Built an OCR-based health report digitization tool with **95% accuracy**, streamlining underwriting and saving **\$15K/year**
- Redesigned mobile and web claims submission flows, resulting in a **70%** increase in digital adoption
- Trained new tech/product hires and led **agile ceremonies (sprint planning, retros, backlog grooming)** to ensure high-quality delivery across engineering, design, and operations and marketing

## EDUCATION

### Dartmouth College

Hanover, NH

#### Master of Engineering Management (Product Management Track)

Sep 2025 - Dec 2026

A collaborative management program taught by Thayer School of Engineering and Tuck School of Business

### MOTILAL NEHRU NATIONAL INSTITUTE OF TECHNOLOGY ALLAHABAD

Uttar Pradesh, India

#### Bachelor of Technology in Electronics and Communication Engineering

Jul 2017 - May 2021

## SKILLS & Certifications

- **Certifications:** Introduction to Generative AI Learning Path Specialization(Google), Microsoft AI Product Manager
- **Product Management:** Roadmaps, User Stories, Product Strategy, Product Lifecycle Management, Go to Market
- **AI & ML Technologies:** Generative AI, OCR, Natural Language Processing
- **Cloud & Database:** AWS, PostgreSQL
- **Tools & Methodologies:** Jira, Redmine, Agile Scrum, Stakeholder Management, API Integrations
- **User Experience:** UI/UX Design, Customer Journey Mapping Cross-functional

## LEADERSHIP

- **Co-President, Media House of MNNIT:** Led a team of 40+in photography, videography, and design for media coverage of major events (E-Summit, Literary Festival, VCAS and Cultural Festival) with 3,000+ attendees.
- **Mentor, Student Mentorship Program:** Mentored 100+ junior students by sharing experience, offering support, fostering interaction, and setting developmental goals.
- **Volunteer, Parsa National Park:** Volunteered with the team at Parsa National Park to support environmental conservation and biodiversity efforts in the buffer zone areas of Parsa and Bara districts of Nepal.
- **Volunteer, International Summit for VLSI, Communication and Signal Processing:** Collaborated in a team of 24 to organize and facilitate the setup of events, while driving digital marketing initiatives to expand visibility and outreach.