

Kritesh Singh

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PROFESSIONAL SUMMARY

Product Manager with 4+ years leading GenAI, LLM, and ML product innovation, transforming how health insurance operates. Led AI-first initiatives that redefined the insurance experience, cutting ops costs by 25%+, accelerating settlements, and increasing customer satisfaction by 20%+. I've built and scaled 0→1 mobile and enterprise products used by 10M+ users and regularly presented strategy to the CPO, CIO, and COO. Currently, pursuing an MEM at Dartmouth, I bring a sharp instinct for action, grounded in technical curiosity and a user-obsessed mindset, aiming to build bold, high-impact products at mission-driven companies.

EDUCATION

DARTMOUTH COLLEGE

Master of Engineering Management

Hanover, New Hampshire

Sep 2025 - Nov 2026

MOTILAL NEHRU NATIONAL INSTITUTE OF TECHNOLOGY ALLAHABAD

Bachelor of Technology in Electronics and Communication Engineering

Uttar Pradesh, India

Jul 2017 - May 2021

EXPERIENCE

Care Health Insurance Ltd

Product Manager, AI & ML Products

Gurgaon, India

Apr 2023 - Aug 2025

- **Led strategy and end-to-end development** of 6 AI-driven products across the organization by managing 2 PMs, 2 interns, and cross-functional teams of engineers and data scientists, delivering at scale in a regulated industry boosting revenue by **18%**
- **Transformed claims operations** with an AI-first automation platform that classifies and extracts data from **1M+ documents/yr**, detects fraud in real time, reducing **TAT by 20%**, eliminating **100K manual hours**, and unlocking **\$1.1M/year** in projected value
- **Elevated platform trust**, launching AI-powered KYC validation to meet compliance, boost completion by **40%**, and reduce costs by **\$100K/year**, while prototyping a GenAI grievance summarizer that cut resolution time by **45%** across **500K+ cases**
- **Prototyped** a GenAI grievance summarizer using **prompt engineering** to summarize customer complaints, cutting resolution time by **45%** across **500K+ customer support cases**

Care Health Insurance Ltd

Associate Product Manager, Claims

Gurgaon, India

Jun 2021 - Mar 2023

- **Redefined the payment experience**, launching a real-time payout engine that reduced settlement time from 2 days to 5 seconds, enabling **\$15M+** in annual disbursements
- **Streamlined operations**, automating workflows to drive **80% efficiency** gains and **\$30K/year** in savings, and launched a **95%-accurate** OCR tool for health reports, expediting underwriting workflows and saving **\$15K** annually
- **Led integration** of 96 APIs across mobile, web, hospital and partner platforms to streamline digital claims, improving processing speed by up to **75%** and enhancing end-user experience
- **Fostered product excellence**, mentoring new hires and owning **agile ceremonies (sprint planning, retros, backlog grooming)** to ensure iterative, consistent delivery and cross-functional alignment

SKILLS & CERTIFICATIONS

- **Certifications:** Introduction to Generative AI Learning Path Specialization (Google), Microsoft AI Product Manager
- **Product Management:** Roadmaps, User Stories, Strategy, Product Lifecycle Management, Go-to-Market, User Experience
- **AI & ML Technologies:** Generative AI, OCR, Natural Language Processing, Prompt Engineering, Text-to-Speech
- **Cloud & Database:** AWS (Bedrock, EC2, Sagemaker, ECS Fargate, S3, Lambda, Cloudwatch), PostgreSQL
- **Tools & Methodologies:** Jira, Redmine, Agile Scrum, API Integrations, UI/UX Design, Customer Journey Mapping

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 experiences, 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.

PROJECTS

Alacrity Voice Assistant: Engineered a privacy-first voice assistant enabling natural, real-time conversations without cloud dependency

- Integrated Google Gemini API for contextual understanding and task handling
- Deployed on-device TTS models to ensure fast, offline voice synthesis
- Applied an agentic framework to support multi-step reasoning and dynamic task flows