

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. Now 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

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

EXPERIENCE

Care Health Insurance Ltd

Gurgaon, India

Product Manager, AI & ML Products

Apr 2023 - Present

- **Led strategy and end-to-end development** of 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.
- **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**.

Care Health Insurance Ltd

Gurgaon, India

Associate Product Manager, Claims

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.
- **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, Product Strategy, Product Lifecycle Management, Go-to-Market
- **AI & ML Technologies:** Generative AI, OCR, Natural Language Processing
- **Cloud & Database:** AWS, PostgreSQL, MS-SQL
- **Tools & Methodologies:** Jira, Redmine, Agile Scrum, Stakeholder Management, API Integrations
- **User Experience:** 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.