

SWATI SONI

Senior Product Manager | B2B SaaS | Driving Growth and Innovation

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Data-driven product leader with a user-centric approach to deliver exceptional user experiences

10+ years of overall experience building high-impact products across diverse industries

6+ years of experience as a Product Manager for market-leading B2B SaaS and B2C products

PROFESSIONAL EXPERIENCE

- Senior Product Manager | FREIGHTWALLA (B2B Freight Management SaaS) |** Mumbai, India Mar 2021 – Jan 2023
- **Championed** the tracking product vision, achieving **>90% shipment visibility**, higher customer satisfaction, and **new revenue** from **NVOCC partnerships** through robust infrastructure, vendor collaboration, critical alerts and efficient **API integrations**
 - **Led** the development of an **event-based, data-driven** Vendor Invoice Management System, **eliminating delay costs, reducing disputes by 60%, and manual work by 80%** through process automation, ML, data standardization, and enhanced visibility
 - Spearheaded the implementation of an **intelligent inquiry management system**, automating workflows and prioritizing crucial leads resulting in **100% closure** for high-value inquiries, a **2X increase in conversion**, and **\$300k in annual revenue** growth
 - **Launched** and integrated a **new product for international clients**, featuring automated workflows and multi-party billing with customized visibility facilitating business growth by **acquiring new clients** that drove **10% of bookings & 20% of revenue**
- Core Team Member | DICE (Fintech B2B SaaS for Business Expense Management) |** Gurugram, India Jan 2018 – Sep 2020
- Developed an **Expense Management product** with a robust policy engine, ensuring **real-time compliance** and advanced expense visibility, in **6 months, securing seed funding & reduced client reconciliation time by 64% & manual effort by 89%**
 - **Led the scaling of the product and the team** to 8+ PMs, developers, and QA, launching V2 with enhanced features & **AI-powered** fraud detection and predictive analytics reaching **30+ clients, 15k+ users, and 17% cost savings** on travel
 - Spearheaded a **multi-channel lead generation strategy**, combining aggressive **outreach of 2,500+ leads** per month with marketing automation to generate **50+ marketing qualified leads** for demos, significantly impacting sales pipeline growth
- Product Manager | CAASTLE (B2C Fashion Rental in the US) |** New Delhi, India Apr 2015 – Jun 2017
- **Led product acquisition strategy** by prioritizing mobile-first design, enhancing trust signals, and leveraging several CRO techniques and A/B testing resulting in a **17% increase in subscription rate**, significantly impacting reduction in the CAC
 - **Achieved product-market fit** by launching a **customized user onboarding journey** focused on driving **user activation** resulting in **60% of users achieving full closet, a 30% reduction in cancellations**, & deeper insights into user preferences and behaviors
 - Drove **77% penetration in the Android app** by implementing **data-driven key retention features**, including personalized notifications and optimized recommendations through A/B testing and **user behavior analysis with the analytics team**
- Junior Manager – Telecom and Payroll | SAIL |** Bhilai, India Apr 2010 – Jun 2012
- Managed **INR 75L y-o-y** equipment procurement and evaluated an **INR 11 crore** telecom system for expansion project
 - Built **end-to-end payroll product** for 600+ users, cutting processing time by **90%** and improving accuracy by over **80%**
 - Reduced person-hours by **75%** by developing 8+ **HR & Fintech products** like No Dues & ITS declaration for 27,000+ users
 - Achieved **'A' appraisal** rating for the year 2011-12, secured by top 10 % of the batch, for outstanding performance

SKILLS

TECHNICAL SKILLS: Java, C++, HTML, CSS, JavaScript, Webhooks, REST APIs, SQL, MongoDB, Git, Heroku, Google Analytics, Mixpanel, Mailchimp, Hubspot, Figma, Balsamiq, Tableau, Optimizely

PRODUCT SKILLS: Product Strategy, Product Roadmap, Design Thinking, Product Definition and Validation, Product Planning and Development, Competitive Analysis, SEO, SEM, User Research, Data Analytics, Cross-Functional Team Leadership, Agile Methodologies (Scrum & Kanban), UX Design, Prototyping, Digital Transformation, Business & Process Automation

EDUCATION

PGDM, Marketing & Finance - Team Synapse (Systems)	Indian Institute of Management Lucknow	2013 – 2015
BTech, Electronics & Comm. - TATHVA (Tech Fest)	National Institute of Technology Calicut	2005 – 2009

INTERESTS

Writing Poetry, Crocheting, Reading Books, Puzzles, Word Games, Artificial Intelligence, Sewing, Vipassana Meditation