Tarkeshwar Singh

Product Manager
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Work Experience

2017-Present
Bangalore, India

Product Manager, CRM & Order-Fulfillment, Swiggy

Chatbot & Chat CRM

Launched the new Chat platform for Customer Support with ChatBot support and an efficient Agent Experience.

35% of the customer queries get resolved by the chatbot without any human intervention. 70% customers shifted to chat due to the better experience.

Klaxon, Real time Business Metric Monitoring & Anomaly Detector

Launched Klaxon to enable Ops and Business teams to be alerted in real time about anomalies and proactively fix them.

Helped improve conversion by 3% and improve NPS by 1 pts. Was leveraged for outage predictions as well.

Flo, Order Lifecycle Manager

Built Flo to set up reliable order fulfillment workflows with with failovers to prevent delays and reduce cancellations.

Reduced time taken to launch experiments on order fulfillment flows from weeks to couple of days, while reducing 'bad orders' by 25%.

2016- 2017
Bangalore, India

Product Manager, Apps & Growth, HashLearn

Oversaw product & growth at the edtech startup focused on connecting students with tutors for doubt solving sessions.

Led the app re-design which resulted in improvement in key funnels by 40-50% and thus resulting in a 5x paid user growth in 8 months.

2014-2016
Bangalore, India

Co-Founder, Lumos

FundaMine

Built medium.com style annotation product which got adopted by 50+ blogs & media websites.

Received multiple accolades from tech publications like TechInAsia and was voted as top product on ProductHunt.

Lumos Switches

Built a machine learning powered internet connected smart switch.

Went from concept to an MVP prototype in less than 4 months. Got invited to IIMA's startup accelerator.

2013-2014 Bangalore, India	**Product Owner, Augmented Reality app, Ricoh**
	Led key B2B partnerships with 12 print media companies & generated ~250K installs via different marketing activities.
	Worked as a product owner on repositioning of the product later as reverse image search powered Q&A platform.

2011-2013 Bangalore, India	**Business Development Executive, Ricoh**
	Built BookSnap, an image recognition app that connected offline educational materials with relevant online content.
	Was responsible to drive beta user adoption at IIT Gandhinagar and got ~75% of the students to adopt the product.

Education

2009-2013	**B.Tech, Indian Institute of Technology, Gandhinagar**
	Major in Electrical Engineering (8.4/10) & Minor in Management (9.4/10) Elected as the Cultural Secretary of Sutdent Gymkhana.

Awards

2013	Director's Gold Medal for overall excellence in the entire gradauating batch.
2014-15	Two patents around Visual Search & related applications with Ricoh.
2010-13	Dean's Merit List for academic excellence for three semesters.

Skills & Experience

Product Experience	Chat Products, CRM Products, Order Fulfllment Products, Machine Learning Products, Social Products, ETA Prediction.
Other Skills	UX wireframes using Sketch, Python, Pandas, NodeJS, AngularJS, SQL, HTML, CSS.