

# Tarkeshwar Singh

Product Manager

📍 Bangalore, India

+91-9535692852

tarkeshwarrpsingh@gmail.com

<http://tarkeshwarsingh.com>

## 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, 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 Intern, 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 Fulfillment Products, Machine Learning Products, Social Products, ETA Prediction.

Other Skills

UX wireframes using Sketch, Python, Pandas, NodeJS, AngularJS, SQL, HTML, CSS.