

# TUSHAR SINGHANIYA

Product Management | Program Management | Retail | Agile | Strategy | Digital Transformation

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## SUMMARY

- Customer obsessed and value driven product leader with 11 years of experience in building products.
  - Build and collaborated with cross-functional culturally diverse teams to conceptualize, design, launch, and manage strategic initiatives.
  - Led teams of 20-200 people across technology, business and design concurrently and delivered large scale cloud migration, digital transformation, pricing, B2B and SaaS programs.
  - Owned vision, developed roadmaps, strategies, managed lifecycle and prioritized features for products with budget exceeding \$20 million.
  - Strong knowledge of agile methodologies (Scrum, Kanban and SAFe) and retail domain.
  - Demonstrated strong leadership skills with ability to lead teams and working with system integrators in a global implementation programs for world's largest retailers in US and UK.
  - Translated 5000+ user needs into product features and provided world-class user experience with 100% customer satisfaction.
  - Attained 100% alignment in fast paced environment with competing priorities to deliver against a multi-year roadmap.
  - Used analytical and problem-solving skills to remove pain-points of fortune 500 organizations.
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## SKILLS

<b>Business</b>	Product Management, Program Management, SaaS/Enterprise Software, Customer Interview, Business Analysis, Business Intelligence, Process Automation
<b>Software</b>	Jira, Trello, HP ALM, BMC Remedy, MS Project, MS Visio, Balsamiq, Whimsical, Marvel, Tableau, Power BI
<b>Design</b>	Enterprise Design Thinking, User Experience (UX) Design, User Interface Design, Product Design, A/B Testing
<b>Strategy</b>	Cross Functional Team Lead, Agile (Scrum, Kanban, SAFe), Product Roadmap, Product Strategy, Product Vision, Product Release, Product Launch, Prioritization, SDLC, Stakeholder Management, Vendor Management, People Management, Performance Management, Marketing, Pricing, Growth and Strategic Planning

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## EXPERIENCE

### Product Manager | Mckinsey & Company | September 2021 - Present

- Working in technology and digital portfolio on engagement lifecycle management.
- Cultivating a deep understanding of our members throughout their engagement lifecycle, and advocate for solutions based on their needs and pain points.
- Working with the group leader and the wider product org to define a roadmap and prioritize based on member impact and business need.

### **Senior Product Manager | Tata Consultancy Services (TCS) | May 2016 to September 2021**

- Spearheaded Rx fulfillment and pricing capabilities of pharmacy management product from inception to launch, enabled Rx/drug dispensing of 40+ million prescriptions per year on 9000+ stores.
- Introduced agile ways of working and implemented SAFe framework in IT portfolio of 1000+ associates for UK retailer, resulted in productivity increase by 18%.
- Established B2B wholesale partner channel enabling supply chain operations in international portfolio of UK retailer and achieved revenue gain of 10% QoQ.
- Led master data and plan to purchase teams to implement largest SAP S/4 Hana replacing legacy AS400 systems on 8500+ stores, resulted in \$50 million/year reduction of license fees and operational costs.
- Designed store price batching capability for POS product which enabled product to comply with legal compliance and enter \$15 billion US retail POS market.
- Eliminated waste through automation of 40+ key reports, tasks and business processes and saved \$1.2 million annually.

### **Product Manager | Tata Consultancy Services (TCS) | February 2013 to April 2016**

- Identified opportunity and designed retail pricing product for 8000+ stores and managed end-to-end product lifecycle, resulted in \$20 million EBIT benefits and 30% increase in business efficiency.
- Conceptualized "Deployment Dashboard" with capability of deploying product features on 8000+ stores and produced KPIs and customer success metrics.
- Implemented suite of web/mobile apps providing 12000+ users with ability to setup, optimize, manage and execute retail pricing.
- Created consensus among 12+ stakeholder groups across the organization and external vendors on product vision, release map and product roadmap, thus achieved 100% alignment.
- Led user interviews, research with end users and user personas, customer feedback and behaviour and gathered key stakeholder pain points to define business case, product backlog and MVP.
- Worked with executive leadership to facilitate formulation of new business ideas and capabilities, created and tracked schedules for multitude of deliverables, funneled data into strategic roadmap.

### **Product Lead | Tata Consultancy Services (TCS) | December 2010 to January 2013**

- Collaborated with 10+ teams and improved customer satisfaction to 100% by meeting IT Operations SLAs such as on-time delivery, defect density, MTTR and ageing.
- Performed root cause identification, analysis, pareto analysis and defect elimination in master data portfolio, thus reduced MTTR (Mean Time Taken for Resolution) from 3.8 days to 2.2 days.
- Handled team of 30 associates and executed IT operations in managed-services model which included application support of 20+ business applications with varied technical stack.

### **Management Intern | Sharda Group of Institutions (SGI) | June 2010 to October 2010**

- Optimized admissions processes and established call center operations, resulted in 70% reduction in admission cycle time and increased customer interactions by 115%.

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## **EDUCATION**

**MBA | Indian Institute of Management (IIM), Kozhikode | 2020 - 2022**

**B. Tech, Computer Science | Uttar Pradesh Technical University (UPTU), Lucknow | 2006 – 2010**

## AWARDS AND HONORS

- **Certificate of Merit from CBSE** – Award for outstanding academic performance and among top 0.1% of successful candidates of all India secondary school examinations 2004 in IT.
  - **Special Initiative Award** – Best Case Study Award from TCS Technology Excellence Group, for being in top three out of 1285 entries in most complex implementation category.
  - **ILP Top Performer Award** – Award from TCS for being in top 10 trainees out of 1000+ trainees for outstanding performance in "Initial Learning Program".
  - **Certificate of Excellence from Vividha Academy** - Selected in 16 players squad out of 700 players in summer camp to represent academy and compete at state and national level matches.
  - **Learning Achievement Award (2017, 2018, 2019)** - Award from TCS for being in top 1% employees out of 400K employees who are continuously learning through various resources.
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## PROFESSIONAL COURSES & CERTIFICATIONS

Certificate, **Digital Product Management** | Darden School of Business, University of Virginia  
Certificate, **Business Analytics** | Wharton Online, University of Pennsylvania  
Certificate, **Business Strategy** | Darden School of Business, University of Virginia  
Certificate, **Business Strategies for a Better World** | Wharton Online, University of Pennsylvania  
Certificate, **Marketing Strategy** | IE Business School  
Certificate, **Marketing Mix** | IE Business School  
Certificate, **Leading Modern Day Business** | Darden School of Business, University of Virginia  
Certificate, **Entrepreneurship: Launching an Innovative Business** | University of Maryland  
Certificate, **Executive Data Science** | The Johns Hopkins University  
Certificate, **Business Technology Management** | Indian School of Business (ISB), Hyderabad  
Certificate, **New Product Development** | Indian Institute of Management (IIM), Bangalore  
Certificate, **Omnichannel Retail Strategy** | Wharton Online, University of Pennsylvania  
**Diploma, Business Analysis** (Specialization – Retail Domain) | TCS Business Domain Academy  
Masterclass, **How to build digital products and apply product growth principles** | Product School, US

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| • Project Management Professional (PMP)       | • Agile Certified Practitioner (PMI-ACP)                   |
| • Google Project Management                   | • Google UX Design   |
| • PRINCE2 Practitioner and Foundation         | • ITIL Foundation  |
| • Lean Six Sigma – Green Belt                 | • RPA Program Manager                                      |
| • Professional Scrum Master (PSM I)           | • Professional Scrum Product Owner (PSPO I)                |
| • SAFe Practitioner                           | • Kanban Foundation KIKF                                   |
| • Tableau Desktop Specialist                  | • Microsoft Data Analyst Associate                         |
| • Microsoft Azure Fundamentals                | • Atlassian Jira Essentials                                |
| • IBM Enterprise Design Thinking Practitioner | • Product Analytics Certification (PAC)                    |
| • Brand and Product Management                | • BCG - Leading Modern-Day Business                        |
| • Blackblot Certified Product Coach           | • Master Blackblot Product Management Professional (BPMP™) |
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