

EXECUTIVE SUMMARY

Dynamic **Product Manager** with over 13 years of experience in **banking & financial services, edutech, RPA, health & wellness, and technology** sectors. Expertise in **agile methodologies, product lifecycle management, AI-powered analytics, and data-driven decision-making**. Proven track record in **cross-functional leadership, stakeholder management**, and driving successful product launches from ideation to completion. Proficient in utilizing **Figma** for wireframing, prototyping, and creating visual designs. Strong technical acumen and hands-on experience in managing **backlogs**, prioritizing features, and executing scalable product strategies that align with business goals.

FUNCTIONAL EXPERTISE

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| <ul style="list-style-type: none">• Agile Planning & Iteration Management• Product Roadmap & Backlog Management• Stakeholder collaboration & communication• AI-Powered Analytics & Data-Driven Insights• UI/UX Design & Customer Centric Solutions | <ul style="list-style-type: none">• User Story Creation & Continuous Discovery• Cross-Functional Team Leadership• Testing and Root Cause Analysis• Project Management• Experimentation & Innovation |
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FUNCTIONAL EXPERTISE DEMONSTRATED

Altimetrik	Oct 2024 - Present
Sr.Product Owner / Product Manager - – Citi Bank Commercial Banking	
Led the enhancement and development of Citi Bank's SaaS-based Loan Management System and Commercial Banking App, driving strategic initiatives from ideation to implementation to meet evolving market demands.	

- **Revamping Citi Bank's Commercial Banking Mobile App:** Led the modernization of Citi's mobile app for Commercial Banking, enhancing user experience, and functionality to align with evolving business needs.
- **Login Experience Ownership:** Took full ownership of the **Login module** in CDCB, actively working on and enhancing the login experience based on continuous **user feedback and usability testing**, ensuring it remained intuitive, reliable, and aligned with user expectations.
- **Market-Driven Product Innovation:** Conducted in-depth market analysis and stakeholder workshops to define and prioritize high-impact features, ensuring competitive differentiation and regulatory compliance.

Rstar Technologies	Nov 2021 - Aug 2024
Sr.Product Owner / Product Manager	
<ul style="list-style-type: none">● Led the end-to-end development of Innergy Wellness App, from ideation through launch, utilizing agile methodologies to rapidly iterate features, achieving 8,000 subscriptions in the first year● Utilized Figma to create and manage wireframes, prototypes, and user flows, visually representing business requirements for stakeholder workshops	

- Spearheaded **cross-functional collaboration** between design, development, and marketing teams, resolving technical challenges and reducing development time by 25%.
- Defined and managed the **product roadmap**, ensuring alignment with business objectives and user needs throughout the lifecycle.
- **Increased user engagement by 15%** through **data-driven A/B testing** and **performance optimization**, refining the app's user experience based on behavioral insights.
- Developed **long-term retention strategies** based on **advanced analytics** and **user behavior insights**, improving retention rates significantly.

Wipro Limited

Sep 2018 - Nov 2021

Manager - (Product Manager / Business Analysis)

- Spearheaded the development of a product to **automate the US mortgage underwriting process** using **RPA tools** such as **Kofax**, **UI Path**, and **Automation Anywhere**, resulting in a 30% reduction in operational costs and a 25% improvement in data accuracy.
- Led the integration of **RPA workflows** into legacy systems, optimizing manual mortgage underwriting processes and reducing processing times.
- Developed comprehensive **strategic roadmaps** based on market research, technical feasibility, and customer feedback, ensuring product development aligned with evolving market needs.
- Managed large-scale **digital transformation** initiatives, ensuring seamless integration of RPA technologies with existing infrastructure, improving overall efficiency.
- Created and maintained detailed documentation, including business cases, functional requirements, and user stories.

First American India

June 2017 - Sept 2018

Team Lead

- **Led automation initiatives in US residential mortgage underwriting**, enhancing operational efficiency by 20% through advanced RPA tools to streamline manual processes.
- **Implemented UI/UX enhancements** based on user feedback, resulting in a 15% increase in customer satisfaction and improved usability of underwriting systems.
- **Led a team of 36 members across 3 locations** (Salem, Bangalore, Hyderabad), fostering a culture of "100% employee involvement" and daily direction setting to achieve departmental goals.

SLA Associates

Aug 2014 - May 2017

Team Lead / Business Analysis

- oversaw the development of **high-performance platforms**, focusing on seamless user interaction and through wireframes and prototypes created using **Figma**
- Conducted **A/B testing** and analyzed metrics, optimizing **product performance** and increasing user retention by 10%.

Privo Corp

Feb 2013 - Aug 2014

Sr.Processor / Business Analyst

- Streamlined **loan processing cycles** using advanced automation tools, reducing processing time by **25%** and improving overall efficiency.
- Formulated and implemented precise **business rules**, ensuring compliance with regulatory standards and optimizing operational processes.

Sutherland Global Service

Sep 2011 - Feb 2013

Consultant

- Developed MCS Process platform, streamlining operations and reducing manual errors by 15%.
- Supported **automation of manual processes**, improving efficiency and reducing turnaround time by 40%.

RELEVANT PROJECTS

- Innergy Wellness App** : Orchestrated the inception and development of the mobile app from concept to launch on both Android (Play Store) and iOS (App Store). **Achieved 8,000 subscriptions** in the first year.
- B2B Portal for Innergy** - Developed a **scalable B2B portal**, onboarding **15 enterprise clients** and managing **3,750 app licenses** with seamless operational efficiency.
- Innergy Web Portal for Gift Coupons** - Designed and launched an **intuitive web portal**, driving the sale of over **1,000 gift coupons** and enhancing the UI/UX for improved user engagement.
- Online Booking & Management Platform for Private Jets** - Engineered a platform with **real-time updates** and personalized user experiences, significantly optimizing client satisfaction.
- Automating Loan Origination System for US Residential Mortgage** - Implemented automation for **US residential mortgage processes**, reducing operational expenses by **30%** and improving efficiency through agile practices.
- Automating US residential Mortgage Underwriting** - Led the deployment of **RPA solutions** to automate the classification and extraction of data from loan documents, **streamlining the US residential mortgage underwriting process** and **significantly enhancing processing speed** and **accuracy**.
- Creation of Deal Management Portal for JPMC**: Developed a **portal** for banks to **manage their deals** and **loan volumes**, streamlining operations and improving **data accessibility** and **reporting capabilities**.

EDUCATION

- **Bachelor of Science (Information Technology)** - S.N.M.V (Coimbatore) (2008 - 2011)
- **MBA (General Management)**- IIM (2022 - 2025) [Pursuing]

LANGUAGES

- TAMIL - READ/ WRITE/ SPEAK
- ENGLISH - READ/ WRITE/ SPEAK
- MALAYALAM - SPEAK

CERTIFICATION

- Agile Product Development
- SAFE - POPM
- Professional Scrum Product Owner
- New Product Development from IIM Bangalore
- Product Innovation for Product Managers
- Data Driven Product Management
- RPA (Automation Anywhere / UI Path) certified Business Analyst

TECHNICAL SKILLS

- **Project Management Tools:** Microsoft Azure DevOps, JIRA
- **Prototyping/Wireframing Tools:** Figma, Adobe XD, Photoshop
- **Data Repositories:** Visio, Word, PowerPoint, Excel
- **Data Analysis Tools:** Amplitude,
- **Automation & RPA:** Automation Anywhere, UI Path