

PROFESSIONAL SUMMARY

With 14+ years, I have versatile corporate and startup product management and delivery experience in various domains including BFS, eCommerce, Travel, Wallets/Payments, Logistics, Content Management, and trading. As a product manager, I led a number of launches on online and mobile applications. I have been responsible for defining and developing products features and customer processes to maximize client acquisition, retention and engagement. My key strengths are:

- **Communication:** I work with Senior executives (CXO), Engineering teams, Marketing & Sales, Analytics, Risk to identify opportunities and risks, validate product/market fit and level set expectations
- **Customer Obsession:** I connect with customers to understand their problems through user research, interviews, usability testing to understand the pain points and come up with apt solutions
- **Delivery:** I have hands-on experience leading cross-functional teams of engineers, UX designers, and customer service to prioritize, plan, and deliver software
- **Agile, Lean principles:** I have In-depth understanding of project management, business analysis, agile and lean process principals.
- **Data informed:** I love working with data. I can quantitatively analyze product concepts, strategic opportunities and competitive threats based on data.
- **Technical:** I have a sound technology background having started my career as a software developer and am fully conversant with all phases of SDLC

EDUCATION

Master of Business Administration , Smith School of Business, Queen's University, Kingston	2017 - 2018
Bachelors in Technology , SASTRA University, Thanjavur, Tamil Nadu, India	2004 - 2008

TECHNOLOGY EXPERIENCE

Language expertise: Java, Spring, SQL, Mysql, NoSQL, Python, R,

Tool expertise: Jira, Confluence, Swagger, Tableau, Excel/Google sheets, Powerpoint, Roadmunk, Figma, Miro

Process expertise: Agile, Scrum, Kanban, Nexus

Certifications: PMP, CSM, CSPO, Google Analytics

PROFESSIONAL EXPERIENCE

Senior Product Manager - Marketplace, Kijiji Private Ltd., Toronto, Canada Oct 2021 – Present

Improve seller experience and forge buyer-seller connections at Kijiji – Canada's largest & most loved marketplace

- Own product strategy, roadmap and drive GTM strategy for seller experience
- Drive monetization opportunities within the platform
- Define OKRs and KPIs for each initiative to align with Org wide OKRs, monitor success and enable data informed decisions
- Delivered chat experience that improved replies by buyers 1.3x within 4 months of launch
- Delivered a robust set of Rest APIs on latest GCP stack to achieve faster iterations on features and reduce launch cycles
- Manage and work with multiple stakeholders (Executive Team, Business, Risk, Analytics, Engineering, Design, Sales & Marketing, Customer Service) to bring everyone on same page and drive consensus & alignment
- Driving initiative to partner with local deliveries and improve shipping efficiencies
- Driving initiative to add and manage video content to create base for rich content and video advertising
- Responsible for managing and growing revenue from subscription sellers on Real Estate and Jobs verticals

Senior Product Manager, Tripstack, Toronto, Canada May 2019 – Sep 2021

Led Product management practice at TripStack – product to provide E2E travel solutions

- Play a pivotal role in driving bookings from 100+/day to 2000+/day in 6 months & profitable in pandemic
- Created the vision and manage the strategic long term and nearer term roadmap for Tripstack

- Grew product team from 1 person to a team of 5 product managers and associate product managers
- Mentored and helped PMs in the teams define goals, career objectives
- Led EFOE(Every Flight On Earth) team to grow from just content scraping to a structured product of getting content from scrapes, Direct API integrations and Aggregators.
- Aligned stakeholders (Executive team, Sales & Marketing and Engineering teams) on product priorities and business expectations
- Interfaced and negotiated contracts with airlines across the globe to curate content for distribution
- Responsible for customer research, product planning, making cost/revenue projections, defining and measuring impact
- Introduced analytics stream and drive new business insights based on collected data

Technology Consultant, Capco, Toronto, Canada

Feb-2018 – April 2019

Product Manager of Blockworkx(an internal Capco product) and responsible for launching Blockworkx with 3 major clients in 1 year

- Drive product roadmap and vision for Blockworkx as a one stop solution for configuring and automating repetitive processes (like Credit card issuance, Customer complaint management) within financial institutions
- Managed and mentored a team of 2 business analysts
- Interfaced with clients to clarify requirements and come up with solutions to business problem according to needs
- Managed stakeholders by communicating regular updates and resolving any impediments
- Introduced dashboard development to monitor internal system health and relevant metrics
- Introduced data mining and predictive analysis techniques in Blockworkx
- Active part of Capco Product Management Association and a key member in driving Agile practices here

Technical Product Manager, eBay India Private Ltd., Bangalore, India

2014-2017

Led eBay India Shipping Team and Estimated Delivery Date Team

- Led the conception, design and development of next gen eBay India shipping platform to improve seller/buyer logistics in eBay India and onboarded two new logistic partners via this platform which increased coverage area (regions where eBay could ship its products to)
- Interfaced regularly with third party logistic partners to resolve technical & business issues arising due to integration
- Designed the shipping product roadmap of 2015 and 2016 and handled managing product backlog items for each sprint.
- Analyzed the existing predictive models and developed a MVP for a new model which improved estimated delivery from 70% accuracy to close to 90% accuracy and thereby reduced direct customer calls which was a significant cost overhead
- Introduced a feature to display date range based estimated deliveries instead of the existing display of point estimated delivery date to further improve accuracy and reduce customer calls
- Introduced four key metrics (tracking shipments, money movement, shipping coverage and continuous monitoring of estimated delivery accuracy) to analyze health of shipping systems
- Revamped the existing dashboard to allow custom dimensions and metrics and do advanced forecasting
- Received the annual team of the year award within eBay India division among almost 20 teams

Technical Lead, JP Morgan Chase, Bangalore, India

2014

Tech Lead of SalesOne Desktop – a unified trading portal

Senior Software Engineer, Cisco Systems, Bangalore, India

2010 - 2014

Product Owner and Module Lead of Content Management System for BskyB UK

Assistant Systems Engineer, TCS, Bangalore, India

2008 - 2010

Developer in a Data migration Project

EXTRACURRICULAR EXPERIENCE

Flood Relief Volunteer, eBay India, Bangalore, India

2015

- Volunteered outside of paid role in raising funds within eBay to support flood affected people in Chennai.

Out of the Cold Volunteer, Capco, Toronto, Canada

2018

- Volunteered for the different activities (wrapping cutlery, waiting tables, sorting clothes) to help homeless people in the St. Andrews Church
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