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KUNAL THAKUR

Product Management

Core product professional with a penchant for visioning and managing great software **products** with keen focus on user experience. I strive to obtain leadership roles, take up challenges, and help in building products with tremendous user value. I love to work with talented people in an open and collaborative environment.

I've 15+ years of experience in working through the entire product lifecycle.

I have an entrepreneurial spirit and I love to learn new things and work on websites/apps in my spare time.

EDUCATION

PGDM - **IIM Indore – 2012**   **B. TECH** – COER – 2006

CERTIFICATIONS

PMP – 2013   **PSM** – 2013   **SCJP**- 2007

AWS Cloud Practitioner - 2021

SKILLS

- Product Management
- Agile/Scrum
- Requirement Analysis
- Project Management
- Stakeholder Management
- Consulting
- Business Process Transformation
- Data/Metric Analysis

ROLES

- Product Manager
- Project Manager
- Tech Lead
- Software Developer
- Consultant

CERTIFICATIONS

- PMP
- PSM I
- SCJP
- AWS Cloud Practitioner

ACHIEVEMENTS

Raft.ai

- Planned and implemented multiple features at framework level to eliminate recurring engineering effort, thereby reducing the turnaround time for customer from **2 months to 1 week**.
- Planned and implemented customer critical features leading to automation of multiple processes in the shipping lifecycle, thereby reducing manual effort for the customers by **over 80%**

Lumiq.ai

- Created and got the short-term roadmap implemented for Document AI product resulting in the product being employed by **4 large BFSI players to reduce their manual effort by over 90%**
- Defined the product flows and demo UIs for ease of use and experience.

EasyPolicy.com

- Improved user experience through changes to UI and flows. DIY improved from **2% to 7%**. Time on page increased from **1:30 mins to 4+ mins**
- Increased engagement and Buy Now conversions from **17% to 30%**
- Reduction in user drops at payment from **35% to 14%**
- Self learning PDF Extraction engine to auto verify health insurance bookings with accuracy of over **95%**.
- Envisioned semi assisted chat bot MVP for reduction of manual effort by over **30%** for lead qualification

BYKUP

- Revamped the whole UX and UI of the app leading to better usability. Increased DAU from **400s to 1200+**
- Came up with new features. Increased rides completed over **6 times** in 6 months.

Matrimony.com

- WhatsApp Integration for RMs feature increased number of customers becoming paid members within 30 days from 15 per day to 35 per day.
- Automation of photo and profile validation automation initiatives reduced the manpower effort and cost by **50%**

Neudesic Technologies

- Effectively managed products and projects in Neudesic and led them to successful ends. Delivered projects worth over **$5mn** with high Client Satisfaction Ratings.

EXPERIENCE and RESPONSIBILITES

Sr. Product Manager, Raft.ai [2022 – 2023]
Domain: Shipping and Logistics
- Identified features to be added to roadmap from customer feedback and sales
- Analyzed customer requests and issues and prioritized them in sprints
- Follow up and keeping track of engineering team's progress and communicating to stakeholders
- Created wireframes for design requirements and coordinated with design team

Sr. Product Manager, Lumiq.ai [2021 – 2022]
Domain: BFSI.
- Managed **high visibility** AI/ML based products for document ai, deduplication and video KYC being used by **more than 8 very large BFSI** players accounting for over **60% of total product revenue**.

AVP Product and Engineering, EasyPolicy [2018 – 2021]
Domain: Insurance, Web aggregator.
- Improved site engagement by changing the design and UI elements.
- Improved user experience throughout the user journey.
- Analyzed metrics and data to identify user drops at each stage and reduced them
- Led, tracked and monitored multiple teams for different products

Head - Product, BYKUP [2016 – 2018]
Domain: mobile app, ride pooling, transport, commute.
- Improved usability of the app.
- Brainstormed and finalized on features/enhancements to be added.
- Analyzed data and tracked metrices to come up with ideas on features.
- Analyzed and validated user feedback and took appropriate action.

Sr. Product Manager, Matrimony.com [2015 – 2016]
Domain: ecommerce, consumer Internet.
- Requirement analysis and prioritization, defining product roadmap.
- Owned bharatmatrimony.com and matchify. (Website and android apps)

Product Manager, Altisource [2013 –2015]
Domain: Mortgage Services
- Facilitated product visioning, determine product features, and prioritized them.
- Worked on new features of the REAL servicing product used by servicers.
- Collected and analyzed feedback from users and sales team to be implemented

Product Consultant, Neudesic Technologies [2012 –2013]
Domain: IT
- Product Backlog Management, Sprint Planning, Resourcing, Retrospectives,
- Maintained, managed, and prioritized the product backlog

Senior Software Engineer, Headstrong [2010 - 2010]
Domain: Healthcare, Wealth Management
- Developed a rich UI application for a healthcare client.

Software Engineer, CGI [2006 - 2010]
Domain: US Government
- Full-stack developer for multiple enterprise systems for various US Government organizations

INTERNSHIPS

Summer Intern, LG Electronics [Apr 2011 - May 2011]
- PSI Forecasting Strengthening and SCM Cost Efficiency Analysis.
- In-depth analysis of forecasting strength and rising logistics cost

Summer Intern, IIT Bombay [June 2005 - July 2005]
GUI program for interfacing with a timing analysis tool at CFDVS lab