

## PROFESSIONAL SUMMARY

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Product Manager with ~9 years of experience in Platforms, eCommerce (Platform & Tooling), Payments, CRM and SaaS across B2B, B2C & B2B2C. Proven track record in leading cross-functional teams, enhancing user experience, and driving revenue growth through innovative solutions and strategic initiatives.

## PROFESSIONAL EXPERIENCE

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### Sportradar, London, UK

Jan 2025 – Present

*Global leader in sports data and technology, powering betting, media, and federations across 900+ operators and leagues worldwide*

#### AI Platform Product Manager

- **Spearheaded the design and launch of a centralised data catalogue** replacing a fragmented legacy system, by leading end-to-end strategy, discovery, and delivery across engineering, business operations, and data teams, resulting in core business workflows reduced from days and months to minutes with full self-service capability for business users
- **Led the end-to-end reimagination of the AI Model Hosting Space**, transitioning analytical models from isolated, locally stored infrastructure to a centralised, cloud-based hosting platform with stateful APIs and real-time data streams, reducing model deployment time from months to days and establishing model governance, version control, and self-serve consumption for the first time across multiple consuming teams
- **Pioneered AI-assisted prototyping for product discovery** by running structured discovery sessions and deploying live interactive prototypes using AI tooling, compressing the discovery-to-validation cycle by over 50% and enabling stakeholders to test real workflows before any engineering effort was committed
- **Designed multi-consumer API service layers with auto-scaling infrastructure** for high-traffic services, partnering with engineering teams to build purpose-built endpoints that enable multiple downstream systems to access structured data independently, ensuring platform reliability during peak demand and eliminating cross-team dependencies that previously slowed downstream systems
- **Built human-centred frontends on top of developer-facing infrastructure**, working closely with UX and data teams to eliminate the need for business users to interact with raw technical systems, significantly broadening platform accessibility and removing engineering bottlenecks from routine data tasks

### The Hut Group (THG), London, UK

Sept 2023 – Jan 2025

*Global tech business, retailing own & 3<sup>rd</sup> party consumer brands via end-to-end e-commerce tech & infrastructure with £2.2B revenues*

#### Product Manager

- **Spearheaded the vision, strategy, roadmap, and OKR definition** for the e-commerce platform's intent funnel—including basket, checkout, offers, payments and fraud prevention—to drive North Star metric, enhance user experience and ensure alignment with company goals and objectives
- **Directed the development of the internal CRM tool from concept to launch** by gathering requirements from stakeholders, collaborating with UX/UI and engineering teams to create wireframes, and coordinating cross-departmental efforts, resulting in the externalization of the tool to 12 internal brands and achieving a cost reduction of £0.31M by discontinuing the use of paid external CRM tool
- **Launched the integration of third-party payments marketplace ads on the checkout and order confirmation page** as part of our retail media strategy by conducting end-to-end research on third-party payments Ads, developing robust business cases, and securing multiple stakeholder alignment with the vision, driving 7% increase in ad revenue (£0.12M annually)
- **Drove the end-to-end integration of a third-party BNPL payment solution**, partnering with retail and cross-functional teams to launch a white-label payment option; Delivered a tailored, branded payment experience that included membership rewards and 0% transaction fees, resulting in a 3.6% increase in checkout conversion rate within 3 months post-launch
- **Redesigned and enhanced the promotional offers tooling UI**, incorporating 23 offer types for over 120 brands, while working closely with marketing, engineering, and UX teams to improve usability, resulting in a 28% cost savings (£0.4M annually) and a 23% reduction in engineering overheads, showcasing a keen eye for UX and meticulous attention to UI details across the web platform
- **Improved customer experience by developing actionable insights from customer feedback** to refine the address sequencing logic in the checkout process; Collaborated with the Business Intelligence team and defined clear and concise requirements using qualitative and quantitative data, resulting in a 13% reduction in error rates and a 1.7% increase in conversion rates
- **Successfully launched a white-label solution for gift cards as a payment type**, integrating with a gift card processor by conducting several UX research studies and gathering feedback from the finance team and business stakeholders, which generated £5M in revenue for one brand and created a £16M revenue potential for four additional brands
- **Standardize product pricing and improve pricing transparency** across the THG e-commerce platform by developing scalable pricing techniques, conducting A/B testing, and competitive analysis, leading to a 2.4% increase in checkout rates and a 17% rise in offer usage

### Pharma Quality Europe (PQE), India & Italy

Nov 2018 – Jul 2022

*Compliance consulting company with global capabilities to deliver throughout the entire product quality life cycle*

#### Senior Product Consultant

- **Spearheaded the end-to-end development lifecycle of Automating the database build process** for the ServiceNow SaaS platform, collaborating closely with cross-functional business stakeholders, compliance and engineering teams, which led to an 80% reduction in engineering overheads
- **Streamlined external client journeys for change management tooling** by identifying and implementing 12 innovative features, which resulted in a 33% reduction in priority 0 & 1 incident resolution time. This enhancement significantly improved the client's quality management system by translating complex change management workflows into effective solutions
- **Improved customer experience across the web platform** by conducting 70 user group interviews and employing data-driven strategies. This approach not only improved user engagement but also reduced the bounce rate, leading to a 42% increase in conversions
- **Utilized data-driven insights and conducted financial analysis** of different clients across the industry to segment clientele data for improving the client acquisition process, resulting in a 17% increase in client acquisition within six months

**BYJU'S The Learning App, Bangalore Mumbai, India**

Jun 2016 – Nov 2018

*A global ed-tech company, providing highly adaptive, engaging, and effective learning solutions to 150+ million students*

**Senior Product & Business Development Manager**

- **Introduced warning notifications & personalised messages on the purchasing journey of checkout** to reduce registered customer drop-off rate, leading to an increase in pay complete rate by 14%; defined and monitored KPI and relevant metrics to track the success of the feature, identifying areas for improvement, and making data-driven decisions to optimise its performance over time

**EDUCATION**

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**Judge Business School, University of Cambridge**

2022 – 2023

Master of Business Administration (MBA)

**Vellore Institute of Technology, Vellore, India**

2012 – 2016

Bachelor of Technology, Chemical Engineering

**KEY SKILLS**

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Product Vision and Strategy planning, Roadmap & Prioritization Expertise, AI-assisted Product Discovery, AI/ML Product Management, API Design & System Architecture, Cloud & Auto-Scaling Infrastructure, Market & Competitor Insight, Data-Driven Decision Making, Agile & Scrum Methodologies, Go-to-market strategy, Technical Proficiency in Tools (SQL queries, JIRA, Excel, Confluence)