

GAURAV GUPTA

Senior Product Manager | AI Product Strategist | Digital Transformation

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PROFESSIONAL SUMMARY

Senior Product Manager with 8+ years in product roles and a foundational background in architecture, leading 0-to-1 product development, AI integration, and enterprise digital transformation across B2B SaaS and B2C platforms. Shipped 7 B2B SaaS products and led 30+ digital transformation initiatives serving 5,000+ users across 16 enterprise clients, with measurable outcomes including 50% reduction in hiring time, 40% gains in operational efficiency, and 30% growth in auction bidder participation. Deep expertise in applied Generative AI, no-code automation, and cross-functional team leadership across product, engineering, design, and data.

PROFESSIONAL EXPERIENCE

AI Product Management, Independent Builder & Continuing Education

Jun 2025 – Present | Jaipur

Self-directed period focused on AI product building, certifications, and applied case studies to deepen AI-first product practice.

- Completed **Mastering AI Product Management (Cohort 7)** by Shravan Tickoo / Rethink Systems. Covers AI-first mindset, real-world cases, systems thinking, critical reasoning.
- Awarded **3rd place** in the Rethink AI-First Buildathon (10-day intensive build sprint) for problem selection, structured execution, and end-to-end delivery.
- Earned **Certified Scrum Master (CSM)** and **Certified Scrum Product Owner (CSPO)** from Scrum Alliance (2025).
- Shipped 5 product case studies and personal builds spanning B2B SaaS, quick commerce ops, consumer platforms, and health tech (see Selected Case Studies below).

Senior Product Manager, Digital Transformation | JindalX

Jun 2022 – May 2025 | New Delhi (3 yrs)

Owned a portfolio of 7 B2B SaaS products serving 16 enterprise clients and 5,000+ users. Led 30+ digital transformation initiatives and drove Generative AI integration across HR, EdTech, BI, and operations.

AI-Powered Talent Management Suite (ATS & IJP)

- Built an Applicant Tracking System from scratch on Airtable with embedded AI workflows, serving 200+ hiring managers.
- Reduced hiring time by **50%** via automated candidate screening and GenAI-driven job-matching algorithms.
- Increased internal mobility by **40%** and employee retention by **25%** through AI-assisted internal job postings.

Performance Management Platform (Xcellence)

- Designed and shipped a 360-degree performance evaluation system for **5,000+ employees** across 16 client organizations.
- Built an AI-driven recommendation engine for personalized development plans, saving the equivalent of **15 FTEs**.
- Cut manual review time by **60%** and lifted employee engagement scores by **25%**.

Knowledge & Learning Platform (Insight)

- Launched an AI-powered EdTech system for BPO agents with an integrated chatbot for instant query resolution.
- Improved agent performance scores by **45%** and reduced onboarding/training time by **35%**.
- Cut customer query resolution time by **60%** through a searchable AI knowledge base with automated content workflows.

B2B CRM & Auction Platform (AuctionIT)

- Shipped end-to-end B2B CRM with integrated auction management, automated bidding, and auto-invoice generation.
- Drove **30% increase** in bidder participation and transaction volume through UX optimization and bidding workflow automation.

HRMS, Quality & Business Intelligence Platforms (Touchpoint, AQUA, Jx Data Cloud)

- Touchpoint HRMS:** Purpose-built HRMS for 5,000+ floating BPO agents covering payroll, leave, and compliance with full ERP integration; raised employee satisfaction by 25%.
- AQUA Auditing SaaS:** Cloud quality auditing platform; reduced audit cycle time by 50% and improved compliance scores by 30%.
- Jx Data Cloud:** Centralized BI warehouse with real-time Power BI / Looker dashboards and automated ETL; improved reporting accuracy by 40% and cut data processing time by 35%.

Strategic Impact & Leadership

- Delivered **25 to 40%** efficiency gains across HR, Operations, Finance, and IT through autonomous and semi-autonomous automation deployment.
- Transitioned **80%** of repetitive cross-functional tasks to automation, reducing human intervention by **60%** and enabling teams to focus on strategic work.
- Led Generative AI integration in enterprise workflows across HR and operations, improving decision-making speed by **45%**.
- Consistently delivered all 30+ digital transformation projects on time and within scope across multiple enterprise client implementations.

Product Manager, OneValley

Sep 2020 – Jul 2022 | Gurugram (1 yr 10 mo)

Owned product strategy and roadmap for Passport (B2C entrepreneurship platform) and PassportOS (B2B enterprise solution), aligned with global startup initiatives including the Entrepreneurship World Cup.

- Drove product-market fit through structured user research, KPI tracking, and data-driven feature iteration cycles.
- Shipped B2B SaaS deployments for universities, banks, accelerators, and corporate incubators across Indian and international markets.

- Integrated mentorship frameworks, third-party SaaS tool ecosystems, and learning content management into a unified platform experience for founders and program operators.

Co-Founder & COO, Taccomacco Edutainment Pvt. Ltd.

Jul 2017 – Sep 2020 | Gurugram (3 yrs 2 mo)

Co-founded a digital content platform. Led product development and technical operations from concept to launch, bridging content creation with product strategy.

- Launched **500+ digital titles** across multiple content categories with end-to-end pipeline management, version control, and digital publishing workflows.
- Owned product roadmap, pricing strategy formulation, and go-to-market execution for a multi-category content business.
- Mentored 6+ creators through a structured incubation program to scale original content production at sustainable economics.

Design Manager, RSP Design Consultants

Sep 2014 – Jun 2017 | Gurugram (2 yrs 9 mo)

Managed 40+ architectural and design projects across IT, healthcare, and institutional sectors with cross-disciplinary teams.

Foundational training in systems thinking, stakeholder management, and delivery at scale.

- Maintained **95% client retention** through optimized collaboration and structured project planning.
- Implemented project management best practices that reduced delivery time by **25%**.
- Coordinated architects, engineers, and project coordinators across complex multi-stakeholder projects.

SELECTED CASE STUDIES & INDEPENDENT PROJECTS

Founder's CRM, Conversation-First Sales Tool. Telegram-native CRM for Indian B2B founders that converts WhatsApp forwards into structured deal data. Authored a 39-page PRD informed by 10 founder interviews and competitive analysis of 16 existing tools. Addresses the 60 to 70% founder CRM abandonment rate within 4 weeks of adoption.

Vitae, AI-Powered Health Records PWA. Live product solving WhatsApp-based prescription management for Indian families. Built end-to-end with a 6-person cross-functional team in a 10-day sprint. Targets the ₹6,000+ Cr lost annually to repeat diagnostic tests due to fragmented family medical records.

Peak-Hour Decision Support for Quick Commerce Dark Stores. Working prototype for the 6 to 10 PM operational peak window when managers detect picker issues 3 to 7 minutes too late. Combined 3 distinct research methods with full unit-economics modeling to size the operational opportunity.

YouTube 2.0, Long-Form Discovery Redesign. Algorithm and product redesign informed by 171 survey responses and 27+ secondary sources. Proposed 4 product solutions targeting the 47% of users who manually search every session and the 29% of Gen Z sessions ending without watching anything.

Group Travel Planning Platform. Consumer AI app PRD targeting the \$168.7B group travel market. Based on 6 user interviews surfacing the asymmetric planning load (1 to 2 people absorb 80% of the work) and budget misalignments that surface mid-trip.

CORE COMPETENCIES

Product Management	Product Strategy, Roadmap Development, Go-to-Market, Product-Market Fit, Feature Prioritization, UX Design, Stakeholder Management, Agile / Scrum / Kanban, B2B & B2C SaaS Lifecycle
AI & Automation	AI Strategy & Implementation, Generative AI Integration (GPT, Claude, Gemini), AI Agent Development, Autonomous & Semi-Autonomous Workflows, MLOps, Intelligent Process Automation
Analytics & Data	SQL, Python, Power BI, Looker Studio, Tableau, Google Analytics, Excel (Advanced)
No-Code / Low-Code	Airtable (Advanced, Admin + Builder Certified), n8n, Make.com, Zapier, Power Automate, Automation Anywhere
Dev & Integration	API Integration, RESTful Services, Microservices Architecture, HTML / CSS / JavaScript (basic), JSON, XML
Product Tools	Jira, Confluence, Figma, Miro, Balsamiq, Lucidchart, Monday.com, Asana, Trello
Leadership	Cross-Functional Team Leadership, Digital Transformation Strategy, Vendor & Budget Management, Change Management, UAT, Enterprise Software Delivery

EDUCATION & CERTIFICATIONS

Bachelor of Architecture (B.Arch). National Institute of Technology (NIT), Jaipur | 2009–2014

- Certified Scrum Master (CSM), Scrum Alliance, 2025
 - Certified Scrum Product Owner (CSPO), Scrum Alliance, 2025
 - Mastering AI Product Management (Cohort 7), Rethink Systems, 2025
 - Rethink AI-First Buildathon, 3rd Place, 2025
 - Essentials Automation, Automation Anywhere, 2025
 - Airtable Admin & Builder Certifications, Airtable, 2024
- Learning Power BI Desktop, LinkedIn Learning, 2024
 - Lean Certification, JindalX, 2023
 - SQL for Data Analytics & BI, Udemy, 2020
 - Applied Data Science with Python (Level 2), IBM, 2020
 - Product Management Professional Certificate, LinkedIn Learning
 - Google Analytics Certified, Google