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Product manager with **10+ years** building AI-powered data platforms, fintech, and payments products from 0→1 through scale. Delivers enterprise products that improve decision-making, automate analytics, and serve millions of users across banking and digital payments. Currently at **Zeta** (4.9 yrs); previously **NPCI** (5.6 yrs).

30+

product initiatives shipped end-to-end at Zeta

5M+

users onboarded on UPI within 6 months of launch

60–70%

faster insights via an AI data assistant with self serve analytics

01 — CORE COMPETENCIES

Cross-functional Leadership

Cards, UPI & Payments Domain

Regulatory & Risk Management

0→1 Product Launches

Vision & Strategy

Data Platforms & Governance

AI Product Development

Go-to-Market Strategy

Stakeholder Management

Product Analytics & Experimentation

02 — TECHNICAL SKILLS

PRODUCT

Product Strategy & Roadmapping, PRD & Spec Writing, Discovery and user research, OKRs, north-star metrics, Stakeholder Alignment

AI & DATA

Generative AI, LLM Applications, AI Evaluation, Prompt engineering, Data Modelling, ETL Optimisation, Data Governance, A/B testing for model-driven features

TOOLS/APPS

SQL, Rest APIs, Figma, Jira, DBT, Airflow, Apache Superset, Git

03 — PROFESSIONAL EXPERIENCE

Senior Product Manager · Zeta (Better World Technology Pvt. Ltd)

NOV 2021 – PRESENT

Promoted twice – Product Manager → Senior Product Manager

- Owned product strategy and execution for Zeta's enterprise banking suite, shipping **30+ initiatives** across data, analytics, and governance that cut client reporting turnaround by 40%.
- Launched a unified reporting platform, reducing dependency on engineering teams by 50% and enabling self-serve analytics for 100+ users.
- Built an AI-powered analytics assistant that lets anyone query data and generate insights in natural language, cutting time-to-insight by **60–70%** and opening analytics to non-technical users.
- Designed LLM evaluation frameworks, benchmark datasets, and prompt validation strategies that reduced hallucination-related responses by 60% with zero rollbacks over 10 months.
- Developed a large-scale data platform processing millions of records daily, improving reporting accuracy by 50%+ and enabling faster business decisions.
- Shipped 50+ data models powering enterprise reporting, regulatory workflows, and customer integrations, accelerating downstream reporting by 40%.
- Improved platform data reliability from ~85% to **98%+**, reducing manual reconciliation effort by 60% through automated data quality frameworks.

Senior Associate · National Payments Corporation of India (NPCI)

APR 2016 – OCT 2021

Promoted from Associate to Senior Associate

- Scaled the UPI and BHIM ecosystem to **5M+ users** within 6 months, driving rapid adoption through feature releases and partner integrations.
- Designed and launched rewards and dispute resolution systems, increasing processed dispute volumes by 30% while reducing resolution time through backend optimization.
- Built and scaled recurring payments capabilities through mandate systems, enabling widespread adoption across ecosystem participants.
- Drove collaboration across 10+ banks, fintechs, and payment partners, defining integration standards and improving ecosystem interoperability.
- Reduced post-launch production issues by 40% by identifying systemic risks (duplicate debits, mismatches) and establishing QA and requirement traceability frameworks that improved release quality.

04 — EDUCATION

PG Certification, Blockchain Technology

IIIT-B, Bangalore • 2020

PG Diploma in Management

ITM Business School, Navi Mumbai • 2016

B.Tech, Computer Science

JNTU, Kakinada • 2013

05 — CERTIFICATIONS

- Professional Scrum Product Owner by Scrum.org
- Certified Data Science Professional by IBM
- Certified International Payments System Professional by MVLCO

LANGUAGES English • Telugu • Hindi • Urdu