

SYLENDRAN ARUNAGIRI

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EXPERIENCE

INFORMATICA

Bay Area, CA

AI Product Manager - Intern

05/24 - 08/24

- **GenAI Innovation:** Trained an LLM with RAG to build a custom GPT chatbot to empower tech-sales teams to determine custom pricing quotes using natural language for B2B customers, aimed to reduce time to quote by 200%
- **AI Product Roadmap:** Spearheaded a 1-year plan to develop a GenAI copilot for the metering dashboard, assisting customers with queries about product utilization using natural language, aimed to boost dashboard user engagement

FRESHWORKS Inc.

Bangalore, India

Senior Product Manager (04/23 - 12/23)

03/22 - 12/23

- **Gen AI Product Launch:** Launched a GenAI copilot for VSCode with REST API support to assist 40k+ less tech-savvy B2B users to build apps conversationally for the B2B SaaS marketplace reducing app dev time by 70%.
- **Data-Driven Decision Making:** Analyzed user engagement funnel data through business intelligence dashboards and A/B test experimentations to implement key personalization features growing annual daily active users by 10%.
- **User-Centric Design:** Redesigned product's UX/UI to enhance usability, and accessibility to reduce usability issues by 30% by incorporating user feedback and integrated SEO strategies to improve organic website traffic by 20% YoY.
- **Leadership:** Led cross-functional teams within the Marketplace business unit increasing team productivity by 1.5X.

Product Manager - Technical (03/22 - 03/23)

- **Platform Product Management:** Delivered 10+ product features through market research for an app marketplace powering enterprise SaaS improving customer stickiness by 10% YoY and retaining USD 10M in retained revenue.
- **Product Marketing:** Executed go-to-market strategy including customer events and developer conferences to drive product awareness and solicit customer needs into the product roadmap resulting in net promoter score of 60+ NPS.
- **Stakeholder Management:** Collaborated with cross-functional teams to gather product requirements, deliver PRDs, & lead end-to-end roadmap prioritization to drive metrics & KPIs, resulting in 25% YoY growth in user retention rate.

ACCENTURE TECHNOLOGY

Bangalore, India

Product Owner

10/20 - 03/22

- **Product Development:** Orchestrated detailed requirements gathering & PRDs to build complex features for an ed-tech reskilling platform in fast-paced agile sprints resulting in the acquisition and stickiness of 40+ B2B clients.
- **Product Strategy:** Led prototyping & wireframing for an AI/ML based workplace transformation product, developing an MVP & GTM strategy by leading global teams of engineers, & designers, resulting in 15% faster time-to-market.

SAMSUNG R&D

Bangalore, India

Software Engineer - Android app development

06/17 - 05/18

- **Artificial Intelligence:** Optimized natural language processing (NLP) & ML models and redesigned the architecture to improve user experience for 5Mn users of a smart voice assistant, improving query processing accuracy by 10%.

COHORTPLUS - STARTUP

Bangalore, India

Founding Product Manager : 0-1 Product Development

05/15 - 08/15

- **0-1 Product launch:** Contributed to the development and launch of a B2C mobile SaaS, a professional networking app for interest groups, scaling to 10,000+ users within 4 months, leading to its successful acquisition by UpGrad.

EDUCATION

CARNEGIE MELLON UNIVERSITY

Merit-Based Scholarship

Pittsburgh, PA

Master of Science in **Product Management - MSPM**

01/24 - 12/24

- Capstone: Support on-field upskilling of post-acute healthcare clinicians using RAG based GenAI assistive copilot

INDIAN INSTITUTE OF MANAGEMENT BANGALORE (IIMB)

Bangalore, IN

Master of Business Administration - **MBA**

06/18 - 03/20

NATIONAL INSTITUTE OF TECHNOLOGY KARNATAKA (NIT)

Mangalore, IN

Bachelor of Technology in Computer Science and Engineering

9.08/10

07/13 - 05/17

- Capstone: Designed a Neural Network to detect breast cancer by image classification & achieved 96% accuracy

ADDITIONAL INFORMATION

- **Awards:** 'Customer Insight Pioneer' - Freshworks. 'Excellent Individual Performer' for 2 Qs in a row - Freshworks
- **Certifications:** Professional Scrum Product Owner-I by Scrum.org; Microsoft Azure fundamentals AZ-900
- **Tools:** PowerBI, Jira, Confluence, Pendo, Eclipse, Databricks, OpenAI, Figma, Tableau, Asana, Azure, AWS, Android
- **Skills:** Product Lifecycle Management, Communication skills, Mobile & Web Tech, Problem-solving, OKRs, Agile Project management, Machine Learning, Data Science, Data Analytics, Java, C++, Python, SQL, R, Git, APIs, SDK