

CHANDRANSHU SINGH

Contact: +91 7523905241 | Email: chandranshu.singh@outlook.com | LinkedIn: [linkedin.com/in/chandranshusingh/](https://www.linkedin.com/in/chandranshusingh/)

SENIOR PRODUCT OWNER | AI PRODUCT MANAGER | CSPO

Highly strategic and results-driven professional with 16+ years of expertise in Product Management and Program Leadership. Proven ability to drive end-to-end product lifecycle, from ideation to launch, with a strong focus on maximizing ROI and business value. Adept at leveraging AI/ML, AR, and emerging technologies to innovate and deliver data-driven product solutions. Expert in stakeholder collaboration, technical liaison, and managing product backlogs to align with strategic vision.

Areas of Expertise: *Product Management | Project Management | AI/ML Product Strategy | Generative AI | Predictive Analytics | Augmented Reality (AR) Integration | Product Prototyping | Product Lifecycle Management | Backlog Management | Risk Management | Product Roadmap & Product Development | Stakeholder Management | Designing features & user stories | Full-Stack Product Development | Analytical Skill | Reporting and dashboards | Written and Verbal Communication Skills | Attention to details | Organization Skills | Collaboration*

CAREER SUMMARY

- Drives comprehensive, end-to-end product strategy and execution, from business process modelling and requirement gathering to dynamic backlog management, ensuring strong alignment with product vision and organizational goals.
- Extensive cross-industry experience spanning regulated sectors (Fintech, Health tech), fast-paced AI startups, E-Commerce, and subscription-based (XaaS) models. Leverage modern product design principles, rapid prototyping, and advanced UI/UX acumen to strategically integrate AI/ML and AR capabilities, delivering enhanced user experiences and a significant competitive edge.
- Demonstrates leadership by spearheading cross-functional communication as a design ambassador, bridging the gap between design, engineering, product, and business stakeholders. Drives IT process improvements and Agile implementation; collaborates with stakeholders on product roadmaps and PI plans, aligning with business goals and market opportunities.
- Proficient in customizing reports, conducting impactful product demos & release plans, developing innovative pre-sales solutions, and designing & implementing visualization platforms, with a strategic focus on leveraging AI-driven insights for automation and decision-making.
- Strong capabilities in end-to-end business process design, business transformation through digital transformation.
- Exceptional interpersonal, business, and problem-solving abilities to deliver creative, long-term solutions.

KEY ACHIEVEMENTS

- Successfully launched **four new products from idea to market**, consistently exceeding product goals and enhancing user satisfaction, **including AI/ML-powered platforms that drove significant user engagement.**
- Architected pre-sales solutions and prototypes that secured **3 new clients**, contributing to **17% of annual sales.**
- Introduced OKR and KPI performance metrics, leading to a **10% increase in team productivity.**
- Designed a data-driven platform to generate dynamic reports, data visualizations, and data insights, **reducing report development effort by 70%.**
- Led digital transformation by designing an enterprise platform that automated new business onboarding, **cutting processing time from 8-10 weeks to 1-2 weeks.**
- Managed SCRUM for digital transformation initiatives, improving team velocity from **60% to 95%.**
- **Increased delivery by 25%** and achieved **95% of the planned product roadmap** by stabilizing sprint velocity.

TECHNICAL SKILLS:

- **Project Management & Agile:** Scaled Agile, SCRUM, Kanban, JIRA, AZURE DevOps, Rally, MS Project
- **Product Design & UX:** Adobe XD, Figma, Balsamiq, User Research, Wireframing, Prototyping, Usability Testing, Design Systems, User-Centered Design, Interaction Design, Information Architecture
- **AI/ML Tools & Concepts:** Machine Learning, Deep Learning, NLP, Computer Vision, Predictive Modelling, TensorFlow, MLOps, Data Labelling, Model Training & Optimization, Recommender Systems, Classification Algorithms
- **Data Analytics & Visualization:** Google Data Studio, Tableau, Power BI, Kibana, PyTorch, Scikit-learn.
- **Cloud Platforms:** AWS, GCP, Firebase
- **Programming:** Java, JavaScript, Python, Angular, React, Dart
- **Frameworks & Platforms:** Appian, Flutter, BPM, SAP, ServiceNow, Salesforce,
- **Databases:** Oracle, MySQL, MongoDB, Cassandra

WORK EXPERIENCE

Lead Product Owner – Enterprise Informatics | Philips, Bengaluru, KA | Feb 2022 - Present

- Drove product roadmap and backlog, prioritizing initiatives with Philips software subscription business stakeholders under business transformation initiative to **maximize ROI** by implementing an **agentic AI-powered automated contract fulfilment process** on the Appian platform, **reducing manual processing time by 40%**.
- Launched the MVP of an entitlement management platform **on-schedule**, significantly **reducing revenue leakage by 15%** and standardizing automated contract and order fulfilment.
- Served as SME for contract fulfilment and agentic AI automation, effectively liaising between business and engineering to ensure product development aligned with strategic vision.
- Optimized contract and entitlement management using Appian, orchestrating seamless integrations with SAP, Conga, ZUORA, Salesforce, ServiceNow.
- Translated ambiguous business needs into actionable user stories, detailed UI/UX wireframes, and prototypes, ensuring clear direction for the Scrum team.
- Led comprehensive product validation (UAT, IQ, OQ, PQ, SIT) to ensure high-quality delivery and user adoption.

Senior Product Manager – Digital Products | Data Floss LLC, Charlotte, NC, US | Jun 2020 – Dec 2021

Successfully launched 2 AI/ML and AR-integrated products from idea to market:

- E-commerce platform: Implemented a personalized AI recommendation engine (collaborative filtering, deep learning models), optimizing ML models via iterative training and A/B testing, which increased engagement by 20% and conversion by 12%. Integrated AR 'try-on' features, leading to a 10% reduction in returns and a 25% improvement in customer satisfaction.
- Integrated wellness management platform: Developed an ML-driven personalized coaching module (reinforcement learning, classification algorithms like Random Forest, SVM), overseeing model training and optimization for accuracy, resulting in 30% improved user adherence.

PREVIOUS ROLES:

- **Deputy General Manager – SaaS at Tata Communications Ltd**, Remote (Nov 2019 – June 2020)
- **Product Development Specialist at Bank of America**, Charlotte, NC, US (May 2017 - Jun 2019)
- **Development Lead at Compass Group North America**, Charlotte, NC, US (Jan 2013 - Apr 2017)
- **Software Developer at Accenture**, Hyderabad (Jan 2010 - Jul 2012)
- **Research Assistant at IIT BHU**, Varanasi (Jan 2009 - Dec 2009)

EDUCATION

- **2014 | Masters in Information Technology & Management** | Illinois Institute of Technology, Chicago, IL | GPA: 4.0/4.0
- **2012 | MS in Computer Systems Networking and Telecommunications** | University of Oklahoma, Tulsa, OK
- **2009 | Bachelor of Technology, Electronics & Communication** | Sikkim Manipal Institute of Technology, Sikkim

CERTIFICATIONS

- **AI Product Manager** - Nanodegree certified by Philips
- **AI/ML fluency** - certified by Philips
- **Product Manager Accredited Certification** – Certified Product Manager
- **Certified Scrum Product Owner® (CSPO)** Certification
- **Human Computer Interaction Research** certificate by NIH -Office of Extramural Research
- **Scrum Master Accredited Certification** - Certified Scrum Master
- **Oracle Certified JAVA Programmer**, Java SE 6 Professional
- **Oracle Certified Web Component Developer**, Java Platform, EE6 Expert

VOLUNTEERING EXPERIENCE

- **Professional Ambassador for Tech for India (2020)**: Developed strategies for utilizing emerging research and technologies in education. Assisted in creating financial and business models using SWOT analysis. Coordinated with TFI fellows in classroom teaching and student development activities.
- **Head of Farmer Welfare Program, Jaunpur, UP (Dec 2016-Present)**: Created programs to help farmers, educated farmers in modern farming techniques, and assisted in technology adoption. Partnered with schools for children's education programs. Facilitated medical camps for village farms.
- **Published Research (Jan 2019)**: Researched and published papers on the use of AI & IoT in farming at the International Conference on Sustainable Natural Resources Management, IIT, BHU.