Neha Gupta

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OBJECTIVE

A Product Leader role in ERP/CRM/Sustainability domains with focus areas of revenue/user growth requiring skills/responsibilities around Product Strategy and Roadmap, Cross-functional Collaboration, Product Lifecycle Management, Customer Research, AI, Thought Leadership.

SUMMARY OF QUALIFACTIONS

Product Leader with 10 years of work experience in SAAS/B2C/B2B domains - CRM/ERP/Sustainability. Shipped Workflow Automations and Event Driven Architecture, Built Copilot, Implemented Chatbots/User Interactions using LLMs, Delivered Policy Engines, Owned Product-led Growth – driving outcomes like improved customer satisfaction, increased developer teams' productivity, and expanding into the SMB market. Adept at Product Execution, Problem Solving, Communication, Agile Development, Product Lifecycle Management, Customer Research, Team Mentoring.

PROFESSIONAL EXPERIENCE

Product Manager, FlipSpaces   **Noida, India**   **Oct 2025 – Present**
- Reporting to Head of Products, owning US side of ERP along with **mentoring** a Product Team Member
- **Defined and operationalized a unified Sprint Planner system** to improve cross-team execution visibility, enabling real-time tracking of sprint progress, tighter alignment between product, engineering, and design, and a measurable reduction in cycle slippage.
- **Drove 100% adoption of a critical ERP module** by building co-pilot leading its end-to-end redesign simplifying navigation, streamlining key workflows, and aligning user journeys with on-ground operational needs—resulting in higher field engagement and reduced manual process dependency and improving productivity by **40x**
- **Expanded ERP accessibility by launching a module on mobile**, ensuring feature parity with web accelerating time-to-value for distributed users and strengthened product stickiness across customer accounts.

Product Leader, Topmate.io   **Noida, India**   **Mar 2024 – Sept 2025**
- **Advised and partnered with founders across 3 stealth-mode startups**, rapidly context-switching between problem–solution fit, product–market fit, and early scale to ensure clarity and direction to **drive product strategy, customer discovery, and GTM alignment**.
- **Mentored aspiring PMs** in product thinking, structured discovery, prioritization, and execution frameworks.

Product Manager, Gainsight India Ltd   **Bengaluru, India**   **Aug 2021 to Feb 2024**
- Reported to Associate Director, owned Permissions, Data Analytics, Identity and Access Management
- Spearheaded the end-to-end design and launch of user-facing APIs, increasing NPS from **31 to 73**, by aligning product strategy with user feedback and business priorities.
- Designed and delivered a machine learning–powered workflow automation feature adopted by **40+ enterprise and SMB customers**, enabling scalable customer success operations and significantly improving operational KPIs.
- Led development of a flexible, team-based permissioning framework, enabling compliance with global data regulations and contributing to the **retention of $4M in enterprise accounts**.
- Delivered a MVP after conducting stakeholder interviews integrating journey mapping, retention strategies, sales process optimization, and process automation, centralised data access and compliance alignment to support scalability in business operations.

Product Manager, MOZARK Ltd   **Gurugram, India**   **Apr 2020 to Jul 2021**
- Reported to Product Head; Focus on Telecommunications, Developer Tools, Early-Stage Product Strategy
- **Drove the launch of self-serve diagnostics and a real-time, event-driven reporting engine**, embedding PLG into Telco workflows and accelerating operational insights by **6×**, while **reducing report turnaround by 50%** through a **webhook-powered automation console** that eliminated manual cross-system processes.
- Led the end-to-end product management of a scalable software testing platform designed for software development teams along with leading **product-led growth(PLG) and GTM strategies.**
- Created Whitepapers(after data gathering), Developer Guides, and Demo Video that effectively communicated product value to investors, customers, internal teams, and partners—supporting campaign execution and funding pitches.

Software Developer, Noida Toastmasters Club   **Noida, India**   **Nov 2016 to May 2018**
- Enhanced user engagement by 30% through website redesign, improved content structure, and implementation of basic SEO, user feedback mechanisms and analytics tools leading to the launch of three new site features.
- Mentored and onboarded new Webmasters, developed guides to ensure continuity in website management and knowledge transfer.

Senior Systems Engineer, Infosys Ltd   **Hyderabad, India**   **May 2014 to Sept 2016**
- Automated invoice processing workflow using Python and SQL, reducing cycle times by 66% and supporting 1,500+ monthly transactions, decreasing billing inaccuracies by 40% along with leading **UAT** and user training for new ERP.

EDUCATION, CERTIFICATIONS, INTERNSHIPS, SKILLS

Masters in Business Administration, Indian Institute of Management, Lucknow, 2018-2020
BTech in ICT/Computer Science, DA-IICT, Gandhinagar, 2010-2014
Internships(India): Oracle, Bengaluru(BTech); ReNew Power, Gurugram(MBA); Paytm, Noida(Product); EY, Noida(Project)
Product Management Skills: Jira, Product Flows, Business Requirements, Market Analysis, Product Vision, User Research, Wireframing, Use Cases, Queries, Sprints, Excel
Conferences: Harvard College Conference 2020(Boston, Massachusetts, USA)