

## Neha Gupta

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## OBJECTIVE

A Product Managerial role in domains like B2B SaaS or SDG aligned products, with focus areas of revenue growth or user growth and requiring skills and responsibilities around Product Strategy and Roadmap, Cross-functional Collaboration, Product Lifecycle Management, Customer Research, Focus upon AI, Thought Leadership. With product focus upon Plugins, SDKs, Agents, Digital Twins would be an added advantage.

## SUMMARY OF QUALIFICATIONS

Product Manager with 8 years of work experience across AI and Automation, Data Governance, APIs and Integrations. Shipped Workflow Automations and Event Driven Architecture, Built APIs, Implemented Chatbots/User Interactions, Delivered Policy Engines, Owned Product-led Growth – driving outcomes like improved NPS, increased team productivity, and expanding into the SMB market. Adept at Product Execution, Problem Solving, Communication, Agile Development, Product Lifecycle Management, Customer Research.

## PROFESSIONAL EXPERIENCE

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|---|-------------------------|------------------------------|
| <b>Personal Goal Pursuit</b>  | <b>Noida, India</b>     | <b>Mar 2024 to Aug 2025</b>  |
| <ul style="list-style-type: none"><li>• Showcasing Thought Leadership and Product Expertise through my own website – <a href="http://www.nehagupta.co.in">www.nehagupta.co.in</a></li><li>• Prototyping 3 MVPs - an ecommerce website/mobile app, mobile gaming app and AI based productivity app along with learning tools like Lovable</li><li>• Contributing back to society through publishing book reviews on my YouTube Channel</li><li>• Developed goal-oriented approach to life with increased self-awareness - Certified Practitioner of Neural Linguistic Programming which enables me to handle people management roles</li><li>• Manufactured and sold 15 units of organic fertilizers and manures during Diwali 2024 fair</li><li>• Curated a Recipe Book, Daily Meal Plan, Exercise Regime from my Ayurveda classes for weight management along with good mental, emotional and physical health</li><li>• Completed NASSCOM Training - <a href="#">NASSCOM Product Skills - Mentee</a> and <a href="#">AI for Product Management issued by Pendo</a> along with 20+ Product certifications from LinkedIn</li></ul>   |                         |                              |
| <b>Product Manager, Gainsight India Ltd</b>   | <b>Bengaluru, India</b> | <b>Aug 2021 to Feb 2024</b>  |
| <ul style="list-style-type: none"><li>• Reported to Associate Director, owned Operations Management, Data Analytics</li><li>• <b>User APIs &amp; Customer Experience:</b> Spearheaded the end-to-end design and launch of user-facing <a href="#">APIs</a>, increasing <a href="#">NPS</a> from <b>31 to 73</b>, by aligning product strategy with user feedback and business priorities.</li><li>• <b>Intelligent Workflow Automation:</b> Designed and delivered a machine learning-powered workflow automation feature adopted by <b>40+ enterprise and SMB customers</b>, enabling scalable customer success operations and significantly improving operational KPIs.</li><li>• <b>Enterprise-Grade Permissions (Policy Engine):</b> Led development of a flexible, <a href="#">team-based permissioning framework</a>, enabling compliance with global data regulations and contributing to the <b>retention of \$4M in enterprise accounts</b>.</li><li>• <b>Webhooks &amp; Event-Driven Architecture:</b> Launched <a href="#">Gainsight Essentials</a>, a modular, event-driven product, in collaboration with GTM and technical teams across global offices. Achieved <b>100+ deployments</b>, improving <a href="#">time-to-value</a> by <b>2.5x</b> and driving widespread product adoption.</li></ul> |                         |                              |
| <b>Product Manager, MOZARK Ltd</b>  | <b>Gurugram, India</b>  | <b>Apr 2020 to Jul 2021</b>  |
| <ul style="list-style-type: none"><li>• Reported to Product Head; Focus on Telecommunications, Developer Tools, Early-Stage Product Strategy</li><li>• <b>PLG-Led Product Launch:</b> Drove launch of self-serve diagnostic products to improve user experience and productivity, embedding <b>product-led growth</b> strategies into core workflows across Telco customers.</li><li>• <b>AI/ML-Powered Diagnostic Tool:</b> Built a real-time, event-driven reporting and diagnostics engine tailored for Telecom KPIs, reducing report generation time by <b>6x</b> through strategic collaboration with engineers, designers, and data scientists.</li><li>• <b>Business Process Automation via Webhooks:</b> Enabled a <b>50% reduction in report turnaround time</b> by building a webhook-enabled in-house console to automate cross-system workflows.</li><li>• <b>Product Storytelling &amp; Developer Experience:</b> Created <a href="#">Whitepapers(after data gathering)</a>, <a href="#">Developer Guides</a>, and <a href="#">Demo Video</a> that effectively communicated product value to investors, customers, internal teams, and partners—supporting campaign execution and funding pitches.</li></ul>   |                         |                              |
| <b>Webmaster, Noida Toastmasters Club</b>   | <b>Noida, India</b>     | <b>Nov 2016 to May 2018</b>  |
| <ul style="list-style-type: none"><li>• Responsible for driving user engagement on the platform and maintaining the club website.</li><li>• Mentored new members about the website, involved with knowledge transfer and grooming the new Webmasters.</li></ul>   |                         |                              |
| <b>Senior Systems Engineer, Infosys Ltd</b>   | <b>Hyderabad, India</b> | <b>May 2014 to Sept 2016</b> |
| <ul style="list-style-type: none"><li>• Received a client engagement feedback score of 7 out of 10, indicating a positive rapport with the client walking Infosys' culture and maintaining attention to detail for the diverse support team members.</li><li>• Implemented ERP Technology and focussed upon the software development to automate invoice processing for the client needs, significantly enhancing operational efficiency and reducing processing time by 66.66%.</li></ul>  |                         |                              |

## 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)