NITIN VERMA

Bangalore, India | nitin.verma702@gmail.com | +91 9005952387 | LinkedIn: linkedin.com/in/ni3vrm

AI PRODUCT MANAGER | 7+ YEARS DRIVING GENAI-POWERED CUSTOMER EXPERIENCE

Hands-on Product Manager with 7 years of experience building scalable, AI-driven products in SaaS and EdTech. Proven expertise in deploying GenAI solutions including chatbots, email bots, and voice bots, leveraging LLMs and automation to reduce SLAs, increase engagement, and improve CSAT. Skilled in prompt engineering, workflow automation, and rapid prototyping using OpenAI, Dialogflow, Google AI Studio, Replit, and n8n. Adept at working cross-functionally to align product vision with business goals and drive measurable outcomes.

EDUCATION & CERTIFICATIONS

B.Tech – Computer Science Engineering

Career Accelerator Program in Product Management

PROFESSIONAL EXPERIENCE

Associate Product Manager
Kapture CX, Bengaluru | Jun 2025 – Present
(Currently leading GenAI and automation-driven initiatives)

- Leading the development of an Email Bot with prompt engineering and training data optimization to improve resolution accuracy
- Building Fastlane, a no-code workflow automation builder using drag-and-drop UI to automate internal processes
- Revamping agent workspace UX and setting up GA4-based product analytics for deeper usage insights
- Prototyping AI-driven workflows using n8n, Make.com, Replit, and Google AI Studio
- Integrating OpenAI and Claude-based LLMs into chat, voice, and email bots to enhance contextual support automation
- Collaborating with Sales, Implementation, and Support teams to identify high-impact use cases and drive adoption

Associate Product Manager
Greater Than EdTech (nLearn App), Bengaluru | Sep 2023 – Sep 2024

- Deployed a WhatsApp chatbot using OpenAI API to handle support and sales queries, reducing redundant tickets by 35%
- Conducted competitor benchmarking and optimized pricing models to increase paid user conversion by 18%
- Revamped video library with embedded practice modules, increasing watch time and engagement
- Integrated Zendesk and improved CSAT through faster resolution workflows
- Built Aria, a GPT-powered chatbot to resolve student academic doubts
- Implemented Mixpanel analytics by defining event schema for app funnel tracking

Associate Senior Manager – Student Experience
BYJU'S (Think & Learn Pvt. Ltd.), Bengaluru | Aug 2022 – Sep 2023

- Restructured Salesforce workflows to reduce SLA by 3 minutes and enhance customer satisfaction
- Optimized upsell and renewal strategies resulting in a 10% increase in revenue from existing users
- Redesigned onboarding flows that improved NPS by 23% and reduced dropout rates

Student Experience Manager
BYJU'S, Bengaluru | Aug 2018 – Aug 2022

- Developed automation scripts to audit call support quality, raising CSAT to 93%
- Conducted A/B pricing experiments leading to improved conversions in tier 2 and 3 regions
- Led user research and co-developed a course timeline feature, increasing class attendance by 17%

Product Specialist
BYJU'S, Bengaluru | Feb 2018 – Aug 2018

- Conducted user interviews to identify onboarding and retention pain points
- Shared insights that influenced product roadmap and improved conversion funnels

PROJECTS & PRODUCT INITIATIVES

AI & Automation

- YouTube Shorts Generator: Built tool using OpenAI, n8n, and Replit to convert long videos into shorts
- Fastlane Workflow Builder: Drag-and-drop interface to automate workflows and reduce turnaround time by 70%
- Aria Chatbot: GPT-powered assistant resolving academic queries across user cohorts
- Email Bot: Trained and fine-tuned prompts to improve contextual support responses

Analytics & Optimization

- Mixpanel Event Tracking: Designed and implemented complete tracking architecture for conversion funnel
- Checkout Optimization: Identified friction points and improved purchase conversion rates
- Zendesk Integration: Streamlined support channels, improving resolution time and visibility

CRM & Platform Enhancements

- Salesforce Workflow Optimization: Reduced SLA and automated escalation flows
- E-commerce Crash Course Site: Developed commerce-ready microsite with Razorpay and chatbot support

SKILLS & TOOLS

- **GenAI & LLM Platforms**
  OpenAI API, Claude, Dialogflow, Google AI Studio, Replit, Make.com, n8n
- **Product Management & Analytics**
  Jira, Mixpanel, Google Analytics 4 (GA4), Looker Studio, A/B Testing, Prompt Engineering
- **CRM & Automation**
  Salesforce, Zendesk, Google Apps Script, WhatsApp Business API, Webhooks
- **UX & Prototyping**
  Figma (basic), Razorpay, Google Sheets, User Research & Testing

AWARDS & ACHIEVEMENTS

- Innovation Award (2020, 2022) for launching automation-first support features with measurable SLA and CSAT impact
- Performer of the Year (2x) for product-led growth initiatives and process innovation
- Performer of the Quarter (6x) for consistent high-impact delivery across product and CX teams