

Deepak Yadav

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Professional Summary

Experienced B2B SaaS Product Manager with a proven track record of 2+ yrs., adept at driving product development and lifecycle management. Demonstrated success in delivering high-impact features that enhance product functionality and drive customer satisfaction in the dynamic landscape of B2B SaaS.

Experience

23 Months

Zycus Infotech PVT LTD

Bangalore, India

Associate Product Lead

May 2022 – Present

- Efficient in driving the product roadmap and prioritize product development initiatives based on product strategy, market research, customer feedback, and business opportunities
- Accomplished taking 25+ features to completion by ensuring 100% delivery commitment and increasing customer satisfaction by coordinating cross-functional teams and prioritizing tasks effectively
- Delivered strategic features which increased adoption of Full source events in the product by 15 %
- Developed intelligent Merlin AI assistant to track/approve Events from inside MS Teams
- Developed 2 custom applications by leveraging APP platform capabilities to meet client requirements
- Accomplished creation of the monetization strategy for the custom applications, resulting in enhanced revenue potential and utilization of premium features
- Scoped out requirements for over 8 GenAI use cases in the tool to align with customer needs by leveraging GenAI capabilities
- Conducted over 10 customer calls to increase customer engagement by understanding their pain points, business processes and new requirements
- Conducted customer ticket analysis to understand trends and prioritized identified problematic areas resulting in reduction of incidents by 70% QoQ.

Certinal Software PVT LTD

Bangalore, India

Product Management Intern

May 2021 - Sep 2021

- Tested, Identified and Prioritized 150 product bugs with over 10 Developers and 5 Testers before MVP release.
- Conducted over 3 Customer demos and 5 internal demos to showcase Zycus Contract Life Cycle Management & Zycus Request Management integration with Certinal eSign.
- Groomed 2 User Stories with Developers and Testers for new features following Agile methodology principles.

Education

Mukesh Patel School of Technology Management and Engineering, NMIMS

2017-2022

- Master of Business Administration in Technology Management with specialization in Operations and Supply chain Management (GPA 3.48)
- Bachelor of Technology in Mechanical Engineering (GPA 3.48)

Skills

- Stakeholder Management
- Agile Product Management
- Cross Functional Collaboration

Leadership Experience

- Associate Core, Protsahan 2020 (Annual Cultural Fest) - NMIMS
- Director, Narsee Monjee Model United Nations 2019 - NMIMS

Achievements

- Received Pre-Placement offer for full time role upon completion of internship
- Top 5% of the Batch - Dean's/Meritorious Student's List

Additional Information

- **Interests** – Writing, Journaling