

EXECUTIVE SUMMARY

Principal Product Manager with 10+ years of experience building enterprise B2B SaaS products across AI, Digital Employee Experience, Digital Adoption, HRTech, Procurement and Enterprise Platforms. Throughout my career, I have consistently joined organizations at inflection points—helping transform emerging product ideas into scalable enterprise platforms by identifying market opportunities, defining product strategy, and delivering measurable customer and business outcomes.

My experience spans helping scale Whatfix from an early-stage startup into a category leader, building Sequoia's next-generation Total Compensation platform, and leading AI-powered innovation at Nexthink to expand Digital Employee Experience beyond traditional IT personas. I enjoy solving ambiguous enterprise problems, partnering closely with customers and executives, and building products that redefine how organizations work.

AREAS OF LEADERSHIP

Product Strategy • Product Vision • 0→1 Product Development • Platform Products • AI & Agentic Products • Enterprise SaaS • Product Discovery • Customer Research • Product Analytics • Roadmapping • Go-to-Market Strategy • Product Packaging • Executive Stakeholder Management • Cross-functional Leadership • Hiring & Mentoring Product Managers

PROFESSIONAL EXPERIENCE

NEXTHINK

Sep 2025 – Present

Digital Employee Experience Platform | 1300+ Enterprise Customers | \$350M+ ARR. Nexthink is a leader in Digital Employee Experience (DEX), providing real-time visibility and automation to improve employees' interaction with workplace technology. The company is valued at over \$3.5B. Its platform enables organizations to proactively detect, diagnose, and fix IT issues while driving adoption of digital tools.

Principal Product Manager

- **Built one of Nexthink's fastest adopted AI capabilities** by transforming Digital Adoption technology into an AI Governance experience that intelligently redirects employees from unsanctioned AI tools to organization-approved AI assistants through contextual in-app guidance. Adopted by **30+ enterprise customers within one month** of launch.
- **Validated product-market fit** for App Experience 360 through customer discovery and pilot programs with **10 enterprise organizations**, helping establish a new buyer persona for Nexthink beyond EUC and IT.
- **Leading Hardware Refresh Intelligence**, an AI-powered capability that enables IT organizations to optimize endpoint lifecycle decisions through predictive intelligence around replacement, extension and refresh recommendations.
- **Building an AI Agent** on Nexthink Spark to automate hardware refresh planning through conversational workflows and enterprise telemetry.

HR Technology Platform | Joined Sequoia to build a next-generation Total Compensation & Benefits platform aimed at transforming a traditionally advisory-led business into a scalable SaaS offering.

Lead Product Manager

- Defined the product vision and roadmap for the 0→1 Total Compensation & Benefits platform by prioritizing **20+ enterprise use cases** across compensation planning and benefits administration.
- Partnered with executive leadership to reduce advisor dependency by **40%** while accelerating compensation planning decisions by **25%** through product-led automation.

WHATFIX

May 2018 – Nov 2024

Digital Adoption Platform | 800+ Enterprise Customers | ~\$80M ARR. Joined Whatfix when the company was in its early growth stage and progressed through four promotions over six years while helping scale the platform from approximately **\$2M ARR to \$80M ARR**. Led strategic initiatives across platform modernization, AI-powered products, enterprise adoption, customer experience and product organization growth.

Associate Director – Product *(Promoted from Product Manager → Senior PM → Lead PM → Associate Director)*

- **Played a key role in evolving Whatfix from a guided walkthrough product into a broader Digital Adoption Platform**, leading platform modernization and low-code product packaging through the Whatfix Studio initiative.
- **Created a new AI-powered product line** by launching In-App Surveys, enabling enterprises to collect contextual user feedback directly within business workflows. Improved content relevance by **25%** and increased feature adoption by **10%**.
- **Improved adoption of a strategic differentiator by 30%** through product analytics, customer interviews and UX redesign, contributing to reduced churn and **10% higher enterprise sales conversion**.
- **Delivered more than ten strategic platform capabilities** that contributed to a **5% increase in enterprise sales closure** and **20% improvement in customer satisfaction**.
- **Owned the Training & Onboarding portfolio**, improving NPS while reducing Customer Success support tickets by **30%** through self-service product capabilities.
- **Led product discovery with 30+ enterprise customers** to redesign the content authoring experience, resulting in one of the highest-rated authoring experiences in the Digital Adoption category.
- **Partnered closely with Sales, Customer Success, Marketing and Leadership** to shape roadmap priorities using Product Market Fit research and enterprise customer insights.
- **Built and mentored the Product Management organization**, hiring Product Managers and coaching them to independently lead strategic product charters.

EDGEVERVE SYSTEMS

May 2015 – Apr 2018

Started my Product Management career building enterprise cloud hosted products across Procurement, Distribution Management and B2B Commerce for Fortune 500 companies.

Product Manager

- Led commercial evaluation and market research that identified the optimal payment gateway partner, reducing implementation costs while accelerating go-live.
 - Owned Tail Spend Management initiatives that improved procurement efficiency by **20%** while reducing customer operating costs by **25%**.
 - Delivered four major enterprise releases enabling expansion across three countries and onboarding over **100 distributors**.
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EDUCATION

MBA | Master of Business Administration (General Management) [IIM Bangalore](#) , [2013-2015]

B.Tech | Bachelor of Technology (Electronics & Instrumentation) [NIT Rourkela](#) , [2008-2012]