

SANDHEEP GOPINATH

PRODUCT MANAGER

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Bangalore

EDUCATION

Post Graduate Diploma in Leadership & AI-ML	**Plaksha University (Technology Leaders Program)**	2021 - 22
Post Graduate Program in Artificial Intelligence	**Mc Combs School of Business, University of Texas**	2020 – 21
Post Graduate Diploma in Embedded System	**Accel IT Academy**	2016 – 17
B. Tech Electronics and Communication	**Sree Chitra Tirunal College of Engineering**	2012 - 16

EXPERIENCE (10 YEARS 11 MONTHS)

Product Manager | Verint (Senior Product Manager responsibilities **Mar'24– Sep'26**

- Drove $10M ARR retention and $5M in incremental revenue through paid product enhancements across 2 core enterprise workforce management products — leading strategy, vision, and roadmap.
- Transformed product roadmap from a 3-year waterfall model to an agile, customer-driven delivery approach — accelerating time-to-market by 4x and driving ~$5M ARR retention across 63 enterprise customers.
- Systematized engineering execution from the ground up — introducing sprint-level planning, velocity tracking, monthly PI planning, and 3-month roadmap cycles that improved delivery velocity by 25%, accelerating time-to-market and enabling faster customer-driven product validation.
- Enabled $1M–$2M in annual operational efficiency gains per enterprise account by building and scaling "Request Anything" from 0→1 in 12 months — reaching 6,000+ weekly active users and 12K+ weekly requests.

Product Manager| HRS Group **Aug'22 – March' 24**

- Owned product strategy and roadmap across 3 core products of HRS, prioritizing roadmap investments to increase enterprise adoption, improve booking quality, and driving commercial outcomes.
- Increased Recommendation Engine adoption from 6% to 60% and Rebooking adoption from 3% to 25% by eliminating onboarding friction, replacing engineering-led implementations with self-service workflows, and driving a 12% increase in revenue across both products.
- Conceived, launched, and scaled a machine learning-powered hotel quality scoring platform, evaluating 1.5M+ hotels to reduce customer complaints by 80% and generate $0.5M in incremental revenue.

Product Lead, Digital Transformation (Internal: Process Expert) | Danfoss **Sep '17 – Aug '21**

- Led end-to-end product discovery across manufacturing plants in India, Denmark, Poland, and China, partnering with plant leaders and shop-floor operators to identify operational bottlenecks, define product strategy, and prioritize digital transformation initiatives aligned with business objectives.
- Built and scaled multiple Industry 4.0 products from concept to global deployment, rapidly validating solutions through self-developed prototypes before leading cross-functional engineering teams to productionize them across global factories eventually resulting in a 2.4% annual increase in productivity.
- Conceived and launched a vision quality inspection system that detected 90% of manufacturing defects, improved production efficiency by 17%, and earned the CII Kaizen Gold Award.
- Led the product strategy and roadmap for a predictive maintenance product that reduced machine downtimes and delivered an annual savings of $80k across 6 factories.

Founding Member, Head of Products and Operation | Synapse Technologies **Aug '14 – Sep '17**

- Co-founded an IoT and industrial automation company, defining company vision, strategy, and roadmap for a portfolio of connected hardware and industrial automation products that democratized affordable automation for B2B customers across India and international markets.
- Led end-to-end product discovery through market research, customer interviews, and rapid MVP validation, launching products that secured recurring enterprise customers and achieved profitability.
- Defined go-to-market strategy and enterprise sales motion, acquiring the first 12 recurring B2B customers through direct outreach, securing international clients, and growing the business to profitability with annual revenue of ~₹10 lakh and enterprise deals worth up to ₹6 lakh

SKILLS

- **Product & Business:** Enterprise SaaS, B2B Products, Platform Products, Product Lifecycle Management, Growth Product Management, North Star Metrics, Product Experimentation, User Research, Commercial Strategy
- **Agile & Delivery:** Release Planning, Story Mapping, Capacity Planning, User Stories, Acceptance Criteria
- **AI & Data:** SQL, Presto SQL, Python, Machine Learning, Artificial Intelligence, Computer Vision, Natural Language Processing (NLP), Predictive Analytics, Recommendation Systems, Classification Models, Sentiment Analysis
- **Technical:** REST APIs, Firebase, Postman, Git, IoT, Industry 4.0, Computer Vision, Data Visualization
- **Analytics & Tools:** Pendo, Google Analytics, Tableau, Power BI, MicroStrategy, Jira, Confluence, Miro, Balsamiq