# Chandan K. Jilukara

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## ⚑ Summary

Product Manager & Consultant specialized in SaaS products with 9+ years of experience in India & USA. Experience of handling end-to-end product lifecycle with product strategy, roadmap & prioritization, defining requirements, elaborating user stories, driving development, managing releases & building client relationships. Proven leader adept at rallying teams to plan & execute transformational initiatives across domains. PGDM (MBA) from IIM Bangalore & B.E. (Hons.) EEE from BITS-Pilani

## ⧉ Skills

Product Management | Consulting | Business Analysis | Data Analytics | Competitive Analysis | Presales | Product Marketing

## 💼 Experience

### HIGHRADIUS, Hyderabad, India, June 2017 - Present

Product Manager - radiusOne & Receivables Analytics

- Responsible for product strategy, roadmap, prioritization & launch of 2 products - radiusOne & Receivables Analytics
- Performed competitive analysis & benchmarking of products to recognize areas of opportunities to drive key deliverables
- radiusOne: Awarded All Stars Team Award for expectional & outstanding contribution to implementation of largest account
- radiusOne: Drove key initiatives including email management & tracking, internationalization (i18n), campaign (workflow) automation, virtual assistant to increase offering's competitiveness, enhance revenue potential & growth opportunities
- radiusOne: Helped close 3 large deals with radiusOne as offering with revenue potential worth around USD 11 million
- Analytics: Built modern analytics platform using HighCharts for users to consume insights through dashboards & reports
- Analytics: Authored & managed high visibility monthly executive reports for management to provide valuable insights
- Analytics: Liased with vendors to get native iOS & Android mobile apps built for Analytics to help executives on the go
- Analytics: Developed "Command Center" to continuously monitor the system to detect anamolies in metrics & raise alarm

### FINYXO, Hyderabad, India, December 2016 - July 2017

Founder - P2P (Peer-To-Peer) Lending Platform

- Founded P2P lending platform to facilitate borrowers to connect with prospective lenders to raise funds to fulfill their needs
- Responsible for product strategy, roadmap & prioritization as well as day-to-day development & release management
- Initiated rigorous industry & competitive analyses to develop nuanced & realistic plans for product development & growth
- Delivered keynote presentations at conferences & incubators to promote Finyxo attended by investors & other startups
- Worked with engineering to build product using MongoDB, Node.js, Express.js, AngularJS, HTML5, CSS, & bootstrap
- Exited the startup by merging the business with an already existing player in P2P lending space based on Investor's advice

### AGILE CRM, Hyderabad, India, January 2016 - February 2017

Product Manager - CRM (Customer Relationship Management)

- Responsible for product strategy, roadmap & prioritization as well as day-to-day development & release management utilizing Agile & Scrum methodologies. Owner of product & sprint backlogs expanded into user stories & tasks for each sprint
- Initiated rigorous industry & competitive analyses to develop nuanced & realistic plans for product development & growth
- Attained 4X revenue growth growing from USD 1M to USD 4M and doubled the total customer base to 8000 customers
- Built & launched Service Worker, Product Catalog, BI Dashboard, eDocument Management, Call Automation from scratch
- Leveraged data to track product's progress against KPIs - Acquisition, Engagement, Retention, Monetization & Satisfaction
- Onboarded largest account through presales, building right pitch, getting on sales call & demoing to multiple client teams
- Maintained CSAT above 84% & NPS above 7.5 continuously in an ongoing effort to better overall customer satisfaction
- Conducted weekly sessions with sales, marketing & support teams to gather feedback & update on next product releases

## MINDTREE, Bangalore, India, May 2012 - January 2016

### Product Manager - DMS (Distribution Management System)
- Responsible for product strategy, roadmap & deployment of DMS system for global CPG company across South East Asia
- Supervised the deployment for over 1K distributors & 25K outlets including 2 business units & 3 different sales processes
- Solution is SAP ISR & cloud hosted mobile app with REST architecture with offline capabilities connected to data servers
- Managed cross-functional teams (sales, support, program management & product development) to manage product release
- Brought in additional revenues of USD 100K through cross-sell of consulting of customer's supply chain tech landscape
- Streamlined business processes, brought in shared services methodologies to reduce costs & increase customer satisfaction

### Product Manager - FSM (Field Sales/Service Management)
- Product manager for field sales/service management to provide advanced scheduling & workforce management solutions
- Transformed sales process for global beverages company. Revamped existing FSM app used by 5000+ users to improve user experience and include additional functionality. Initiative resulted in ~25% improvement in outlet coverage metrics
- Increased productivity of 2500+ users of Indian alcobev company. Replaced pen & paper with Android FSM app resulting in standarized retail execution & automated sales processes. Solution resulted in ~38% improvement in sales achievement
- Led cross-functional team including architect, UX/UI & dev teams to realize the product from concept to deployment
- Solution provides end-to-end visibility of field operations with native mobile platform support (iOS, Android & Windows)
- Solution is customized for different views based on user role across the organization - field staff, manager & executives

### Digital Strategy Consultant
- Improved digital channel effectiveness for global CPG company by rolling out CMS for sales team. Spearheaded cross-functional team to elicit solution requirements & deploy the solution to reduce inefficiences in content management. Segmented customers based on location, demographics & context to automate content delivery (products, promotions)
- Delivered world class enterpise mobile apps for Android & Windows platorms. Only team selected to partner with global tablet manufacturer to define & build mobile offerings for enterprise customers. Responsible for requirements, specifications & other documentation required by design & development teams. Participated in prospect sales calls along with devices team
- Reduced customer wait times through rental process digitalization for global car rental company. Worked closely with client teams to move the rental process from paper-based to paperless activity. Result was a tablet app aimed at rental associate handling onground rentals. Pilot was implemented in 35 locations across USA resulting in projected USD 5M savings annually
- Handled Omni-Channel transformation through digital technologies for world's largest home improvement retailer. Created & piloted concepts around consumer mobile app, solutions for store associates (assisted selling, queue busting) & in-store technology (beacons, augmented reality) to provide seamless customer experience across channels to drive footfalls in store.
- Developed GTM strategy for RCM vertical for Mindtree in APAC region. Identified opportunities after thorough analysis of APAC market, macro-factors, IT services market potential, competitive analysis, including key success factors. Charted out 3 year plan with potential services & prospect list with a revenue target of USD 25M based on Mindtree's vision & strengths

## STMICROELECTRONICS, Bangalore, India, June 2007 - May 2010

### Digital Design Engineer
- Only one of 8 interns to receive pre-placement offer (PPO) based on exemplary performance during 6 month internship
- Owner of Analog Video IP module. Managed team to plan roadmap, build architecture, execute development, verification, prototyping & testing of IP module. Managed go-live for critical IP module generating revenues of USD 10M per release
- Led design & development teams in multiple releases for timely module delivery with zero bugs amidst tight deadlines
- Designed novel approach to improve module performance by 33.33% through overclocking to resolve timing bottleneck
- Team Management: Led team of 6 and mentored them in respective areas. Single PoC for diverse teams across locations
- Crisis Management: Detected & resolved a critical issue in late development phase; Resulted in 30 man-days savings

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## 🧩 Technologies

JavaScript, JQuery, Angular2, TypeScript, HTML, CSS, Bootstrap, NodeJS, ExpressJS, MongoDB, SQL, GitHub

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## 🎓 Education

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| **PGDM (MBA) - Strategy & Marketing** | IIM BANGALORE, Bangalore, India | 2010 - 2012 |
| **B.E. (Hons.) - Electrical & Electronics Engineering** | BITS PILANI, Pilani, India | 2003 - 2007 |