

Kartikay Dhar

Technical Product Manager | Gen AI & IA Expert | EPGD (Intl. Business) IIFT

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SUMMARY

Technical Product Manager with 10+ years of experience in IT, with background in **Solution Design, Customer success, Development & QA**. Proven track record of driving success by **shipping customer focused products, leading engineering teams, driving cross sell and upsell opportunities, and delivering Gen AI solutions**. Highly skilled in establishing COEs, managing relationships, and enabling digital transformations.

WORK EXPERIENCE

Technical Product Manager

Jan '24 - Present

Cuvo

Bengaluru, IN

Cuvo is a Gen AI powered B2B solution that meets the user where they are and help bridge the gap between the customer and business by providing intelligent insights about the customer. Cuvo is a multi platform product which is available on iOS, Android, Windows, Firestick, Roku, etc.

Key Highlights

- Delivered a consumer focused product powered by GenAI that reduces operational costs by up to 25%
 - Salient features:** RAG enabled GenAI model, Multi-language, comprehensive user data capture, 3rd party integrations & multiplatform support
 - Successfully implemented by **4 companies** who have seen a **20% decline in the number of support tickets**
 - Metrics being tracked:** Fall rate, Average response time, CSAT, Most referred articles
- Worked with the CPO to help define the **product and pricing strategy** for Cuvo by conducting extensive **competitive and market analysis**
- Shipped a Gen AI-enabled ticketing platform which reduces MTTR for L2/L3 tickets
 - The tickets are auto-assigned based on the agent's availability and skills
 - For every incoming email, CSM's can use "**Auto Reply**" or "**Email Assist**" which will use Gen AI to generate relevant responses using the KB
 - Metrics being tracked:** Mean Time to Response, Mean time to First Response, AI Assist, CSAT
- Authored **10+ PRD's** for the product to ensure effective communication between different teams
- Partnered with Designers, Engineers, InfoSec, Customer Support, Marketing and QA team to ensure on time delivery
- Setup **Jira, RACI, Product** and **QA** documentation to standardize release management

Solution Architect/Lead

Dec '21 - Dec '23

Automation Anywhere

Bengaluru, IN

Automation Anywhere is a global leader in Robotic Process Automation (RPA), empowering organizations to automate end-to-end business processes with intelligent software bots.

Key Highlights

- Helped ship the AI fallback feature for the **Gen AI recorder package**
 - Built a chrome extension as an MVP to prove the effectiveness of GenAI in automation
 - <https://chromewebstore.google.com/detail/a360-element-validator/nblgkinmfcibcmjdmkhogbhmhfaan>
 - Worked with the product team **guesstimating the cost** of the new offering
- As part of the VOC team, delivered **5 features** which aimed at improving customer experience and feature parity
- Travelled to **Philippines** to **evaluate Contact Center operations** and discover Business Improvement opportunities for **5+ customers**
- Worked with the Customer success team to help Sales team in **10+ Cross sell, Upsell** and **Takeout** opportunities
- Delivered enterprise grade solutions to **10+ customers** across various domains and markets
- Led multiple teams across **different geographical customer locations (NA, APAC, EMEA)**

Solution Architect

Sep '19 - Dec '21

Hudson's Bay Company

Bengaluru, IN

Hudson's Bay Company is a Canadian retail business group that operates a range of department stores, including Hudson's Bay, Saks Fifth Avenue, and Saks OFF 5TH, offering a wide selection of products, from fashion and beauty to home goods.

Key Highlights

- Collaborated with business across **Merchandising, Finance, D&L, HR** and **DRM** Teams to build robust RPA solutions using **UiPath**
- Co-founder of the **COE team** that **setup RPA** and **grew the team from 3 members to a fine tuned Team with >30 members**
- Built **3 custom packages** for UiPath which are available on the UiPath marketplace
 - <https://marketplace.uipath.com/profile/kartikay-dhar44>
- Successfully moved **20+ high quality RPA solutions** to production for multiple functions using **Agile** methodology

- Engineered RPA solutions that saved the company ~2M \$ USD
- Championed a team of **10+ Developers** and enabled them to manage their projects effectively

Senior RPA Developer

May '18 - Aug '19

Hudson's Bay Company

Bengaluru, IN

- Gained hands-on experience in **Retail Domain** and the systems involved like **Salesforce, Sterling, DRM, etc.**
- **Created a 3 member team** to deliver an **open source RPA solution** using **Java, JWS, Oracle and Maven**

Associate

Apr '14 - Apr '18

Cognizant Technology Solutions

Bengaluru, IN

- Created and executed the Test Suite for **3 Telecom** Companies in **Australia and US** using **Tosca**

Significant Achievements

- Shipped an AI powered customer feedback product that helped drive the ARR from **\$60K to \$450K ARR** for the company
- Built a comprehensive playbook and battle card deck for the sales team to drive take out deals
 - The playbook is now used extensively by the Sales team with more than 15 deals closed
- Designed a robust solution for warehouse management to process returns
 - Enabled the Warehouse team to process additional **1000 - 3000 returns per day per warehouse**
- Architected a scalable design for a UK Bank to create and process loan modification requests
 - The bot upon delivery reduced the AHT from **20 minutes to 4 Minutes** for the customer
- Delivered a design for validating product images by evaluating the metadata and also help evaluate the vendor quality
 - This process provided a **saving of 5 FTE**
- Designed and delivered a scalable process which was used by a financial services client to process it's 401K accounts
 - This provided a **saving of 10 FTE and AHT reduction of 7 Minutes to 2 Minutes**

CERTIFICATIONS

- **AA Certified Advance RPA Professional (A360)** | Automation Anywhere University
- **UiPath RPA Developer Advanced** | UiPath
- **Certified Scrum Master(CSM)** | SimpliLearn

EDUCATION

EPGD in International Business

Oct '21 - Mar '23

Indian Institute of Foreign Trade, New Delhi

- **Thesis:** Effective Business Strategies and Change management model to ensure RPA success post pandemic

Masters in Computer Science (Blockchain)

Nov '21 - Mar '22

Liverpool John Moore University, Liverpool

- **Thesis:** Creating a Robust return Mechanism in retail using RPA and Blockchain

PG Diploma in Software Development (Blockchain)

Apr '19 - Jun '20

IIIT, Bangalore

- Hyperledger, Blockchain in supply chain, Node JS implementation

B.Tech in Electronics and Communication

Jul '09 - Jul '13

Uttar Pradesh Technical University, Lucknow
