

MUKUL DEWANGAN

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Technical product leader with 8+ years of experience driving innovation in infrastructure, big data, data platforms, and enterprise SaaS solutions. Demonstrated expertise in building ETL pipelines, data warehouses, and data governance frameworks, coupled with a track record of solving customer pain points through technical solutions and collaboration with cross-functional teams. Led product initiatives that reduced security risks, optimized user experience, and enhanced operational efficiency across platforms, contributing to \$10M+ in annual savings.

EXPERIENCE

CREO SOFTECH

Oct 2024 - Present

Product Consultant

Advised a startup building a small-business marketplace with localized discounts and promotions.

- Conducted market research and customer discovery to validate product-market fit.
- Provided guidance through key stages including value proposition formulation, MVP development, and customer-facing pilot implementation.

VENDASTA TECHNOLOGIES

May 2021 - Sep 2024

Senior Product Manager

Owned platform and infrastructure for a B2B SaaS company with \$93M revenue and 10M+ active users, leading initiatives in data infrastructure, security, and analytics.

- Found fragmented customer data issues, then convinced leadership to revamp infrastructure and launched a reporting and analytics solution, reducing churn by 89% and saving \$9M in ARR.
- Led an email verification system rollout in collaboration with data, design, engineering, and marketing teams, increasing lead conversion rate by 24% and reducing security incidents by 70%.
- Built and launched a conversational AI assistant utilizing generative AI tools and custom data to personalize the user experience on the platform, improving engagement and workflow automation.
- Conducted a data audit to identify access control vulnerabilities, then led an initiative to enhance data governance and role-based access, reducing security risks for 10M+ users.
- Implemented a NetSuite financial reporting system by leading a cross-functional team to integrate structured data sources via SQL-based ETL pipelines, saving \$450K annually.
- Hired, mentored, and managed a high-performing team of 7 product managers.

USERFUL CORPORATION

Mar 2020 - Feb 2021

Product Manager

Led strategy and execution for the digital signage segment of a B2B SaaS AV solutions company with \$11M ARR.

- Spearheaded the end-to-end development of a digital signage solution, increasing segment revenue by 17% and growing revenue by \$83K.
- Migrated client support inquiries to a self-serve portal, streamlining the inquiry escalation process and boosting customer satisfaction by 16%.

GREENVIEW CAPITAL GROUP

Jun 2017 - May 2019

Product Manager

Led automation and digital transformation at an asset management firm with \$250M AUM.

- Managed end-to-end product strategy, execution, and go-to-market of an initiative to transform and automate the reporting and analytics system, saving \$1.5M (28% of operational costs).

- Drove a financial product from concept to delivery while collaborating with executives, boosting revenue growth by 7% i.e. \$170K within a year.

ZEROMILES

Sep 2014 - Jul 2016

Head of Product / Co-Founder

Co-founded and led product development for a social impact startup focused on healthcare cost reduction and clean water accessibility.

- Built a clean water initiative, serving 1,500 families and generating \$40K in annual revenue.
- Scaled customer reach to 6,000+ people, reducing customers' medical costs significantly.
- Conducted customer interviews, gathered requirements, developed a solution, and architected the product.
- Secured institutional and government funding by preparing and presenting comprehensive business cases and proposals, including market research, budget, and forecast preparations

EDUCATION

RICE UNIVERSITY

Master of Business Administration (MBA)

NATIONAL INSTITUTE OF TECHNOLOGY

Bachelor of Technology

CERTIFICATIONS

AI Product Management | Duke University

Certified Scrum Product Owner (CSPO) | Scrum Alliance

Digital Product Management | University of Virginia