

# Sagnik Chakraborty

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## Summary

Accomplished product management professional with extensive experience in driving innovation and maximizing efficiency within SaaS and AI technologies, with exceptional technical acumen. Holder of dual Master's degrees in AI and Business Management, complemented by a Bachelor's degree in Computer Science Engineering. Recognized by industry leaders, including Google and recently winning Global Innovation Conference for the 2nd time in a row. Proven track record in agile product management as a Product Owner for SaaS and AI products.

## Work Experience:

### AI Product Manager (*Contract Role*)

*June 2024– Present*

Laya Healthcare

#### Responsibilities:

- Lead AI innovation, identifying business challenges and designing solutions with stakeholders.
- Develop and implement AI strategies that align with business goals and enhance efficiency.
- Manage the AI product lifecycle from concept to deployment, ensuring scalability and compliance.
- Foster a culture of innovation, prototyping new technologies and refining solutions through feedback.
- Position Laya Healthcare as an industry leader in AI-driven healthcare insurance.

### Gen-AI Product Owner (*Limerick, Ireland*)

*February 2024– June 2024*

AMCS Group

#### Responsibilities:

- **Lead AI Innovation:** Spearhead the integration of AI-driven features into AMCS software products, aligning with business goals and setting industry benchmarks.
- **Craft & Refine User Stories:** Develop compelling user stories, driving refinement with development and UX teams to ensure top-tier AI solutions, adhering to Scrum practices.
- **Collaborate & Shape Vision:** Partner with cross-functional teams to define the AI product roadmap and design user experiences that push boundaries.
- **Prioritize for Impact:** Prioritize AI feature development based on business impact, user needs, and strategic goals.

#### Achievements:

- Lead the Generative AI project to develop chat interface-based AI product solution based on technical user guides and release notes. This will help users guide through the complex ERP solution easily and act as the first phase of customer support, increasing customer satisfaction, help in product adoption and increase customer support team's efficiency and performance.

### Product Owner (*Limerick, Ireland*)

*January 2023 – February 2024*

AMCS Group

#### Responsibilities:

- Gather requirements, bridge business needs with technical solutions, and develop AI-powered solutions using Agile methodologies.
- Create and refine user stories with development and UX teams, ensuring successful software delivery under Scrum practices.
- Collaborate with cross-functional teams to shape the product roadmap and user experiences.
- Prioritize features based on business needs and user feedback.

#### Achievements:

- Successful development of Generative AI feature as part of our SaaS product for data retrieval, computation, and presentation of complex ERP data through user facing intuitive chat interface.
- Winner of the Global Innovation Conference 2023.

### Business and Data Analyst (*Limerick, Ireland*)

*January 2022 – January 2023*

AMCS Group

## Responsibilities:

- Identification of actionable data points, automate data extraction and development of processes to generate business-critical insights.

## Achievements:

- Ideated and implemented process optimization and automation, significantly reducing resource and time consumption in one process from approximately 30 days to 3-5 seconds, while achieving higher accuracy.
- Recognized with "**The Most Insightful Innovation Award**" at the Global Innovation Conference 2022.

## Income Assessment Analyst (*Sligo, Ireland*)

*June 2021 – December 2021*

Abtran

- Extract data from multiple data sources and perform financial revenue/ data analysis of applications for national childcare subsidy as per the compliance requirements for the National Childcare Scheme of Ireland.

## Business Operations Analyst

*May 2018 – Aug 2019*

Byju's The Learning App (Think & Learn Pvt. Ltd, Ed-Tech SaaS Company)

- Developed a data-driven sales operation system, following Agile methodology, resulting in significant increases in customer satisfaction, retention, and re-subscriptions.

## Business Strategy Intern

*February 2020 – July 2020*

Photonomi Global Group (*Mayo, Ireland*)

- Evaluated and Analysed business and project goals.
- Recommended draft strategy plan based on organizational goals and identified project/ business bottlenecks using People Analytics.

## Team Lead- Capsule Project

*Dec 2016 – Nov 2017*

An R&D start-up in the field of sustainable renewable surface energy harvesting. Founded and developed out of award-winning invention "Electricity from traffic" of 2013.

## Research and Development Intern

*May 2017 – Jun 2017*

EGlobetech India.Pvt.Ltd

Developed data driven solutions for bionic limb products, optimized EMG or implant data recognition for different limb movements using Machine Learning Algorithm on R and Python.

## Awards and Recognitions

- Recognized with "**The Most Insightful Innovation Award**" in Global Innovation Conference 2022 and 2023.
- Awarded 2<sup>nd</sup> Prize in National Level Competition, Eagle Nest, by NHRD and Schneider, for my start-up "CAPSULE", as the best innovation in the field of sustainable energy harvesting.
- Top 90 finalists of Google Science Fair 2013, globally, for my research and invention "Electricity from Traffic".
- Top 15 finalists for Science In Action Award by SCIENTIFIC AMERICAN, under GSF 2013, globally, for my research and invention "Electricity from Traffic".

## Skills

### Technical Skills

- Project management tools: Azure DevOps, Jira, NetSuite, Confluence, Aha, Product Board.
- SQL, Power BI, Power Automate, R, Python, Tableau.
- Generative AI, LLM.
- Microsoft Office Tools, Google Suite
- Process mapping (as-is vs to-be), Requirements gathering/analysis

## Education

**MSc. Computer Science, Artificial Intelligence**, Dublin City University.

*2022-2024*

**MSc. Strategy Innovation and People's Management. [CIPD Accredited]**

*2019-2020*

The National University of Ireland Galway. J.E Cairnes School of Business

**Bachelor's in Technology (B. Tech) Major in Information Technology.**

*2014-2018*

Kalinga Institute of Industrial Technology University (KIIT UNIVERSITY)