

RACHIT TIWARI

Senior Product Manager

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SUMMARY

Senior Product Manager with 7+ years building and scaling B2B SaaS, B2C, CRM, and AI/ML products across e-commerce, supply chain, health-tech, KYC, and retail. Deployed AI products at VLCC, managed 100K+ daily shipments at Amazon, scaled enterprise SaaS at FieldAssist and AuthBridge. Currently building a health-tech platform (InnerAlly) from 0-to-1. Strong in product strategy, GTM, and cross-functional leadership.

CORE COMPETENCIES & TOOLS

Strategy	Execution	Research	Tools
Product Strategy	Agile / Scrum	User Research	JIRA / Confluence
AI/ML PM	OKRs & KPIs	A/B Testing	SQL / Amplitude
GTM Strategy	Backlog Prioritization	Design Thinking	Figma / Miro
PLG	Cross-Functional Lead	Competitive Analysis	Postman / REST APIs
Stakeholder Mgmt	Sprint Planning	Data-Driven Decisions	Mixpanel / Looker

PROFESSIONAL EXPERIENCE

InnerAlly, Remote, IN Feb 2025 - Present

Senior Product Manager

- Built 0-to-1 anonymous mental health platform connecting users with certified therapists via chat and call, supporting 50+ specialties including anxiety, mood disorders, and addiction.
- Defined product vision, roadmap, and GTM strategy. Led end-to-end development from ideation to launch, scaling to 300+ sessions/month using Agile methodologies.

FieldAssist, Remote, IN Aug 2024 - Jan 2025

Product Manager - SaaS (Enterprise)

- Led end-to-end product development for enterprise CRM solutions, onboarding key accounts generating 10+ Cr in annual revenue through tailored SaaS implementations.
- Defined product roadmap and backlog prioritization using OKR frameworks and data-driven insights, improving feature adoption across enterprise clients.

VLCC Group, Gurgaon, HR Jan 2024 - Aug 2024

Senior Product Manager - Consumer Products & AI

- Spearheaded CRM (SFA & DMS) and AI-powered Skin Analyzer, utilizing AI for personalized product recommendations.
- Deployed Skin Analyzer across 50+ retail stores, driving a 25% increase in per-store sales.
- Built in-house CRM managing INR 100 Cr annual business. Improved sales tracking, inventory, and team productivity.
- Led cross-functional team of 10+ (Data Analysts, QA, Engineers, UI/UX) through Agile sprints.

AuthBridge, Gurgaon, HR Aug 2022 - Jan 2024

Product Owner - SaaS Products

- Managed multi-product B2B SaaS portfolio (Ergon, DKYC, Signdrive, OnboardX) contributing to INR 50 Cr annual revenue.
- Reduced engineering dependency by 70% through tenant-specific customizations and streamlined product journeys.
- Authored user stories, BRDs, conducted UAT, integrated REST APIs, and led ISO compliance audits.

Massoi, Gurugram, HR Sep 2021 - Aug 2022

Founder

- Built 0-to-1 marketplace for home chefs. Delivered 4000+ meals, INR 4.8L revenue. Owned product vision, GTM, and user acquisition.

Jio Mart, Reliance Retail, South Delhi Nov 2020 - Dec 2021

Assistant Manager - Program Management

- Launched Jio Mart across 30+ retail stores, contributing INR 10 Cr to revenue. Reduced delivery TAT from 4 days to same-day, saving INR 15 Lacs.

Amazon Seller Services, Ludhiana Jan 2019 - Feb 2020

Assistant Manager - Program Management

- Managed 20+ fulfillment and delivery centers across Punjab, HP, J&K. 200+ professionals, 100K daily shipments, 500 pincodes.
- Led north zone analytics for target-setting, red alerts, and operational audits to achieve yearly goals.

EDUCATION

B.Tech, Fire Technology & Safety Engineering

IPS Academy, Indore, MP (2014 - 2017)

Diploma in Chemical Engineering

SATI, Vidisha, MP (2010 - 2013)