SWATI PORWAL

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ABOUT ME

Product Manager with 4+ years of experience building enterprise SaaS platforms, integration ecosystems, and B2B workflow products across 50+ global operator clients. Strong at translating technical complexity and operational ambiguity into scalable, buildable product systems, from configurable rules engines and API-driven platforms to multi-region enterprise deployments. Also ships AI-native products solo, end to end.

WORK EXPERIENCE

Senior Product Manager · Kazam EV Tech Pvt Ltd
Feb 2024 – Present

Platform Revamp and Scale: Led complete architectural overhaul of the B2B SaaS platform for 50+ global enterprise clients across EMEA and SEA; drove approximately 25% YoY platform growth through cross-functional discovery, UX redesign, real-time feature releases, and A/B testing, executing against a structured product roadmap aligned to enterprise client milestones.

End-to-End Product Delivery: Owned full product lifecycle across 3 core products: enterprise web platform, B2B2C customer app, and internal tooling, covering ideation, requirements, design, development, testing, launch, and post-launch iteration.

Enterprise Client Management: Managed technical and commercial requirements for 50+ enterprise operator clients across India, EMEA, and SEA, meeting SLAs and supporting renewals; platform revenue doubled within 12 months through new features, pricing model expansion, and operational reliability improvements.

Quality Systems: Set up testing pipelines and product KPIs aligned with QA, reducing live bugs on releases by 40%; lowered post-release defects by approximately 30% through structured PRDs and edge-case checklists covering pricing, refunds, and wallet flows.

Agile Delivery and Release Operations: Ran sprint grooming, planning, and backlog hygiene; owned phased rollouts with feature flags, multi-region deployment coordination, and escalation-to-fix loops with support, maintaining predictable release cycles across concurrent product lines.

Transaction and Billing Integrity: Built real-time anomaly detection and automated rectification flows across the billing and wallet system in a fintech-grade enterprise environment, eliminating billing mismatches, cutting repeat support tickets, and improving resolution TAT by 25%.

Revenue Mechanisms: Designed configurable tariff rules engine supporting dynamic pricing, postpaid models, and multi-tier operator pricing structures, delivering approximately 15% incremental revenue and enabling commercial differentiation across enterprise tiers.

API and Integration Platform: Designed API contracts and data flows for real-time use cases, including complex SAP enterprise data pipelines; standardised integration patterns and reduced downstream client escalations through stronger data validation and error-handling controls.

Data Integrity: Improved data sanity by adding validations and constraints across the data pipeline, ensuring real-time accurate data delivery to enterprise clients and reducing data-quality-related escalations.

Team Leadership: Managed a PM pod of 3, enabling structured requirements management, stakeholder communication, cross-functional coordination, and consistent execution across parallel workstreams.

Key Initiative: Introduced pre-aggregation architecture that reduced platform load time by 90%.

Key Achievement: Scaled B2B2C mobile application to 50,000+ Monthly Active Users through rigorous user discovery and iterative feature delivery.

Management Trainee, Strategy Advisor · HSBC Technology India
Jul 2023 – Jan 2024

Talent Analytics Platform: Defined strategy and roadmap for an internal talent analytics platform, enabling faster data-driven hiring decisions and reducing dependency on ad-hoc reporting.

PM Infrastructure: Built product repository, simple prioritisation system, and service pitch for the Data and Analytics Office, establishing foundational PM operating infrastructure.

Awards: Won TMP Hackathon India; Global Finalist at HerHack (Google x HSBC) from a field of 70+ teams, product strategy track.

Deal Accelerator and RPA Engineer · Tata Consultancy Services
Nov 2018 – Feb 2020

Enterprise Deal: Contributed to a USD 2M+ enterprise deal, aligning sales, finance and legal on pricing, scope, and drafting the final SOWs.

RPA Automation: Built and scaled RPA-driven deal automation tool to a 30-person team in 3 months; processed ~150 commercial quotes per quarter across 40+ deals via chatbot interface.

Sales and Marketing Intern · GSK Pharmaceuticals
Apr 2022 – Jun 2022

Field Research: Observed 70+ field calls, analysed 120,000+ data points, and collaborated with 5 divisions to identify anomalies in portfolio performance.

Portfolio Optimisation: Strategised call-time utilisation to 100% efficiency and refined detail aids by 92% to increase brand visibility across the portfolio.

EDUCATION

MBA · Indian Institute of Management, Kozhikode — 3.33 / 4.3 | 04/2023

B.E. (Hons) CSE · Shri Vaishnav Institute of Technology, RGPV Indore — 8.22 / 10 | 05/2018

SKILLS AND CERTIFICATIONS

Certifications: AWS Cloud Practitioner, SAFe Certified POPM

Product Skills: Product Roadmap and Strategy, Stakeholder Management, Feature Monetisation, Platform Architecture, Workflow Systems, Agile, Scrum, Jira

Technical: SQL, Gen AI, LLM Integration, SAP API Integrations, AWS, MongoDB, Postman, Next.js, SDLC

Design: Figma, UX Research, User Experience and Design, A/B Testing

SOLO PROJECTS (AI-NATIVE, BUILT END TO END)

Soul Journal: Privacy-first emotional journaling web app built solo with Gemini and Google AI Studio — no login, no database, entries stored only on user's device. Two-layer emotion wheel: 6 core emotions drill into nuanced sub-emotions. Live: soul-journal-935552349296.us-west1.run.app

Fridge Chef: AI recipe generator built on Next.js with LLM backend — input ingredients and dietary preferences, get structured recipes with nutrition breakdowns, shopping lists, and meal plans. Full auth, preference profiles, and ratings shipped solo.

TaskQuest: Gamified task and habit tracker — reframes daily tasks as quests with points, streaks, and rewards. Auth, guest mode, habit dashboard shipped solo end to end. Live: task-quest-tracker.netlify.app

EXTRA-CURRICULAR

Social Service: Letter of Appreciation from HOD for contributions to Social Club Prayatna (2018)

Management: Unilever Changemaker Foundation School — completed with cohort of 150 participants

Publication: Trust at Scale: Making Every kWh Auditable in Real Time — LinkedIn article (2025)

Hobbies: Reading Fantasy Books, Playing Video Games