ARIJIT MUKHOPADHYAY

Senior Product Manager — AI-Native Product & Solutions | B2B Enterprise SaaS

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PROFESSIONAL SUMMARY

Senior Product Manager with 10+ years across engineering, analytics and product in B2B enterprise SaaS. Builds GenAI and multi-agent products end-to-end, from discovery to adoption, with hands-on prototyping. Domain experience spanning cybersecurity, retail and telecom across India and the GCC.

EXPERIENCE

Senior Consultant — CMT **Jun 2025 – Present**

Infosys Consulting | *Kolkata, India*

- Act as product/solution owner embedded in client engagements: running discovery, defining scope and driving internal tools from problem definition through build and adoption.
- As Consultant / Product Owner, drove execution of an enterprise generative AI platform, bringing structure to multi-workstream delivery and establishing agile practices across teams.
- Designed and built multi-agent systems for a consulting suite, automating end-to-end engagement workflows with enterprise system integrations after spotting a recurring delivery inefficiency on a GCC telecom programme, paired with a self-built discovery assessment tool that streamlined planning and evaluation. Extended the approach into a v1 programme-management prototype (coordination, status tracking, delivery reporting), pitched to practice leadership.
- Built and shipped a talent allocation and skill-mapping platform that matches consultants to open roles against skill and budget constraints and surfaces staffing recommendations; presented the business case, with adoption in progress.
- Designed consumer pricing plan structures and AI-native use cases for a German telecom operator's RFP, targeting churn reduction and ATV uplift.

Senior Product Manager — Cybersecurity (SMB/C) **Jul 2023 – Jun 2025**

OpenText | *Bengaluru, India*

- Co-owned product strategy and roadmap for Core Endpoint Backup within the SMB cybersecurity portfolio alongside two PMs, driving delivery with an 11-member India engineering team and partnering with global and regional Sales, Support and Marketing.
- Piloted an AI-assisted anomaly detection and real-time alerting pipeline for endpoint support, reducing MTTR by ~8–10% in pilot and building the business case for cross-product integration.
- Led the redesign of unified billing and consumption workflows through pilot and leadership approval for GTM, with projected gains of ~4% in dormant-account activation and ~9% lower churn.
- Designed and launched 20+ new APIs and modernised 30+ legacy APIs, improving platform extensibility, partner integrations and scalability.
- Revived the cybersecurity user community to drive community-led growth, structured customer feedback loops and roadmap validation.
- Established PM best practices across the India PM group with the Head of PM, standardising artifacts, discovery frameworks and operating models.

Product Manager — Customer & E-Commerce (CSI) **May 2022 – Jun 2023**

Landmark Group | *Bengaluru, India & Dubai, UAE*

- Launched V1 of an in-house mar-tech platform built on a proprietary customer data mart, enabling 360° omnichannel customer insight across MAX, Lifestyle and HomeCentre.
- Scaled the platform from the India pilot to GCC markets and onboarded an additional retail brand as the first expansion, driving a ~2x lift in ATV/AOB in targeted seasonal campaigns and ~15% higher campaign throughput.
- Led initiatives across recommendation engines, ranking algorithms and automated campaign orchestration, and proposed an end-to-end, journey-mapped personalisation solution using real-time computer vision.
- Drove delivery as an individual-contributor PM with 9–10 engineers; hired and mentored an APM through to conversion as a full-time employee.

Advanced Application Engineering Senior Analyst (Product) **Jan 2019 – May 2022**

Accenture Solutions Ltd. (ATCI) | *Bengaluru, India*

- Contributed as a product analyst (Business/Product Analyst) to delivering client- and industry-specific variants of SaaS web and mobile applications across a 200+ app digital transformation portfolio, using user research and A/B testing to validate hypotheses and drive feature adoption.

- Planned, structured and maintained a centralised product knowledge base (PRDs, user stories, acceptance criteria, process flows and research insights) on standardised Agile templates, built for long-term reuse and onboarding across the portfolio.
- Built BI dashboards to support data-driven decisions for senior stakeholders.
- Temporarily managed 7 analysts; the team's default mentor for onboarding and upskilling new hires.
- Promoted from Analyst to Senior Analyst on sustained high performance.

Project (Software) Engineer — HOLMES **Dec 2015 – Jan 2019**
Wipro Technologies | *India*

- Improved adoption of an internal asset-management application from 21% to 67% in two quarters through root-cause analysis and targeted product fixes, leading implementation and post-deployment support.
- Built analytics reporting (Power BI, Tableau, QlikView) on application usage and performance, adopted as the team's standard health-monitoring report.
- Developed monitoring and health-check web applications for the Wipro HOLMES infrastructure suite.
- Managed cloud infrastructure (Azure, Windows, IIS, Active Directory) and supported RDBMS-backed automation applications.

SKILLS

Product: Strategy & Roadmapping · Discovery · Experimentation (A/B) · Pricing & GTM · Stakeholder Management · Agile/Scrum (CSPO)
AI & Platform: Multi-Agent Systems · RAG · API Design · Data Platforms · Integrations
Building: Solution Design · Rapid Prototyping · AI-Assisted Development
Tools: Power BI · Tableau · SQL · Azure · JIRA
Domains: B2B SaaS · Cybersecurity · Retail · Telecom

CERTIFICATIONS & EDUCATION

Certifications: CSPO (Scrum Alliance) • Microsoft Azure AZ-900 • In progress: ISC2 Certified in Cybersecurity (exp. Dec 2026) • Claude Certified Architect – Foundations (exp. Nov 2026)
Education: B.Tech., Electronics & Communication Engineering — B.P. Poddar Institute of Management & Technology, West Bengal University of Technology, Kolkata (2011–2015)
Languages: English (Professional), Bengali (Native), Hindi (Professional)

HONORS & AWARDS

- **Insta Award — Infosys Consulting (CMT):** contribution to the unit's asset tool library (Innovation Solution / AI-Induced)
- **High-Five Award — OpenText:** independent end-to-end feature delivery
- **Own the Outcome Award — OpenText:** first independent feature shipped from the India PM team
- **Delivery Champion — Accenture:** Top Performer, Client-Centric category (awarded twice)