

Satavisha Mitra

Product Manager

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🌐 Portfolio

Professional Experience

- Sep 2025–Present **Product Lead, Dvara Holdings, Bengaluru**
- Owned Spark Money's **product roadmap**, turning **customer insights, support tickets, field feedback, and partner requests** into PRDs, RCA notes, prototypes, and release plans across payments, gold lending, and savings; achieved **2.5x DAU growth** and **30% cross-product adoption**
 - Partnered with the CS lead to own **customer escalations**, prioritise inbound tickets, define SLA workflows, handle high-priority customer calls, and drive scalable fixes without unnecessary customisation; improved SLA adherence by **30%** and app review quality by **50%**
 - Analysed **onboarding funnels, activation journeys, product gaps, and transaction behaviour** using Firebase and SQL dashboards; prioritised fixes, reduced user friction, improved adoption, and **increased CTR by 35%** while **driving 40% new user acquisition**
 - Launched **Sarathi, a 0→1 AI co-pilot for NBFC field operations**, identifying query patterns, journey gaps and multilingual usability issues; defined RAG workflows, guardrails, and compliance checks, reducing escalations by **30%** and improving turnaround by **2x**
- Jun 2022–May 2024 **Product Manager - Web API, O9 Solutions, Bengaluru**
- Launched **AI-powered disaster forecast API**, delivering **95%+ accuracy** by enabling **LLM-based scenario planning** and real-time risk alerts in multi-tier supply chains, cutting risk-response latency by **50%** for supply planners
 - Owned WebAPI roadmap for a **B2B SaaS platform**, partnering with engineering, design, and customer teams to improve API reliability, developer workflows, platform adoption, performance optimisation, and release planning; **reduced support tickets by 20%**
- Dec 2021–May 2022 **Junior Product Manager, KYC Hub, Bengaluru**
- Built KYCHub's **0→1 Sandbox**, SQL-based sales dashboards, and A/B-tested KYC flows; cut onboarding time by **35%**, improved demo-to-close by **15%**, and lifted engagement by **22%**
- Jun 2018–Oct 2021 **RPA/AI Developer, Servion and Velocity IT, Bengaluru**
- Built 20+ RPA bots using SQL, Java and UiPath, improving operational productivity by **40%**

Freelance Projects and Pro-Bono Work

- Apr 2025 **YudaiV3: Built AI evaluation frameworks** for a GitHub-native coding agent for Yudai Labs- across reliability, bias testing, prompt optimization, RAG readiness, and fine-tuning criteria; designed pipelines targeting **80% merge success vs. 40% baseline** at **1/5th the cost** of LLM tools
- Dec 2024 **Consumer Product Builds: Built KPHealth**, a habit-building health app, and **LokLearn**, a tier 2/3 India OTT concept; converted user research, journey maps, and Figma prototypes into MVP flows and product narratives

Professional Development

- Apr 2024 **Growth School PM CAP: Highest scorer 98%**; built GTM strategy, user research, A/B testing plans, and analytics dashboards
- Dec 2021 **PM Nanodegree, Udacity: Journey mapping, wireframing, and Figma prototyping**

Education

- 2014–2018 **B.Tech, Computer Science, Amity University, Noida**