

Contact

www.linkedin.com/in/hrishi-swaroop-bhatnagar (LinkedIn)

Top Skills

Product Operations
Regression Testing
Functional Testing

Languages

Hindi
English

Certifications

Product Management: Building a Product Strategy
AI Agents for Product Leaders
Generative AI for Product Managers
Tech Mastery

Hrishi Swaroop Bhatnagar

Turning Ideas into Products
Gurgaon, Haryana, India

Summary

Experienced with a demonstrated history of working in the Product domain. Skilled in Microsoft Word, Customer Relationship Management (CRM), People Management, Team Building, and Management. Strong information technology professional with a Master of Business Administration (M.B.A.) focused in Marketing from Amity University, Gautam Budh Nagar.

Experience

Auctane

Senior Product Manager

October 2024 - Present (1 year 8 months)

Jobizo India

Senior Product Manager

January 2023 - October 2024 (1 year 10 months)

Gurugram, Haryana, India

- Led Product, Testing & Engineering teams (MERN Stack) as Product Owner
- Built product strategy, roadmap, and launched the first app version
- Migrated MVP to MLP with a full-stack transition and strong execution
- Pitched product to investors during Pre-Series A funding
- Set up product analytics and defined future roadmap
- Integrated marketing automation to boost adoption
- Collaborated cross-functionally to resolve issues and streamline ops

OYO

3 years 6 months

Product Manager

October 2020 - January 2023 (2 years 4 months)

Gurugram, Haryana, India

-Contributed to the Product strategy on Consumer, Merchant and Vendor front, thereby creating significant CM impact for the Organisation

- Product strategy to deliver unleashed experience on the Consumer Application
- Built the AI-based photography solution to automate the flow for Property Go-Live
- Productized the Owner app function for seamless Onboarding of new properties

Manager | Content & New Initiatives

August 2019 - September 2020 (1 year 2 months)

Gurgaon, India

Delivering quality Content for the property post-live while ensuring the Growth levers are intact with Revenue Initiatives

Swiggy

Assistant Manager

October 2018 - August 2019 (11 months)

Bangalore

- Worked on new Initiatives for speedy replies to users through voice recognition
- Operational excellence for Inhouse Team
- Performance management through MBRs
- Stakeholder management for Outsourcing partners

Zomato

Senior Team Lead

October 2015 - October 2018 (3 years 1 month)

Gurgaon, India

- Product Integration and Modulation as per organisation feasibility to ensure smooth order relay to Merchants
- Capacity Planning and Order Forecasting at the Program level
- Managed End to End process scale-up of outsourcing partner
- Defined the process guidelines in the pilot process, intended to improve user experience
- Managed Customer delight operations

People Interactive

Team Lead

March 2015 - October 2015 (8 months)

- Responsible for Strategic Management of the Product & Services
- Handling a team of up to 16 FTEs in Delhi Hub, responsible for their KRA's and KPIs

- Capacity management and occupancy to keep adequate staffing on the floor
- Enhancing CSAT, Service Quality & Customer delight which includes Success stories and Renewals
- Delivery of projects which ensures the increase in productivity & ensure optimum resource utilization
- Handling the Highest level of escalation matrix for end users including Database constraints.

Education

Indian Institute of Management, Kozhikode
Strategy Management · (2020 - 2020)

Amity University, Noida
Master of Business Administration (M.B.A.), Marketing · (2014 - 2016)

Amity University, Noida
Bachelor's Degree, Computer Application