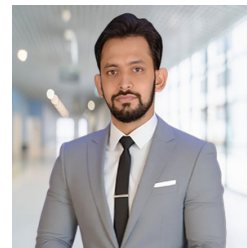


PRATEEK KUNWAR

MANAGER



CONTACT

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EDUCATION

2021 - 2022

INDIAN SCHOOL OF BUSINESS (ISB),
HYDERABAD

- Advanced Management in
Business Analytics

2019 - 2021

IIM INDORE

- Integrated Program in
Business Analytics

2014 - 2018

KIIT UNIVERSITY, BHUBANESHWAR

- Bachelor of Technology

CERTIFICATIONS

- OpenAI Certified
- N8N Certified
- ServiceNow Virtual Agent
- Kore AI Advance Certified
- Building Your Own Database
Agent using Generative AI
- Agentic AI Certification
- Prompt Engineering for
Developers
- Certified RASA Developer
- Automation Anywhere Advanced
RPA Professional
- Liveperson Certified Professional

EXECUTIVE SUMMARY

AI Product Manager with 8+ years of B2B product lifecycle experience, specializing in bridging **complex AI engineering** with financial business strategy. **Proven track record** at Deloitte and HSBC leading **cross-functional Agile teams** to deploy **scalable GenAI, NLP, and data-heavy enterprise solutions**. Expert in translating complex regulatory and business mandates into highly adopted AI capabilities, driving multi-million-dollar efficiencies and **200% growth in user adoption**.

WORK EXPERIENCE

- **Deloitte** 2025 - PRESENT
Manager, Strategy and Operations

- **B2B AI Product Lifecycle (Service Desk):** Led the end-to-end product lifecycle for an AI-powered ServiceNow Virtual Agent. Acted as the strategic lead in managing the product backlog and writing user stories to automate Tier-1 support, reducing global ticket volume by 35%.
- Pioneered enterprise-wide scaling of **NLP sales optimization engines, expanding user adoption by 200% and maintaining a 40% lead conversion rate** through predictive analytics.
- **Enterprise AI Product Strategy:** Defined and owned the product roadmap for a **GenAI-driven Contact Center for a Tier-1 Indian bank**. Translated sophisticated banking requirements into scalable AI models, ensuring **strict adherence to AI governance and compliance standards** while driving inbound and outbound sales campaigns.
- Strategic Defect Orchestration: Established a robust **defect-tracking and resolution framework** that prioritized **critical system bugs based on business impact**, reducing the mean time to repair (MTTR) by 30% across global banking applications.

- **Deloitte** 2022 - 2025
Deputy Manager, Strategy and Operations

- Spearheaded the development and production deployment of a generative text model for sales teams, boosting client targeting **accuracy by 25% and increasing sales conversions by 40%** through advanced NLP analytics and machine learning algorithms.
- Engineered an AI-powered SAP query interface that automated **15,000+ monthly data requests**, delivering **actionable insights via interactive data visualization dashboards**.
- Led diverse **cross-functional teams** (Engineering, Data Science, UX) in designing and deploying robust data integration pipelines, optimizing ETL processes and **reducing data latency by 30%**.

SKILLS

AI PRODUCT MANAGEMENT

- Product Strategy & Lifecycle
- Backlog Prioritization
- Go-to-Market Strategy
- User Stories
- AI Governance
- Agile Execution & Delivery

AI & DATA CAPABILITIES

- Large Language Models (LLMs)
- NLP
- Anomaly Detection
- Conversational AI
- Prompt Engineering
- Digital Transformation

TECHNICAL STACK

- Python
- RASA Framework
- Automation Anywhere
- BI & Data Visualization Tools

WORK EXPERIENCE

- **HSBC** 2021 - 2022
Senior Analyst, Business Consulting
 - Drove operational excellence initiatives by identifying process inefficiencies, **eliminating 20%-redundant workflows** and **achieving \$500K in annual cost savings** through process optimization.
 - Designed and implemented a productivity dashboard for **500+ users** utilizing business intelligence tools, **resulting in 35% improvement in task efficiency** and informed business decision-making.
- **Accenture Solutions Pvt Ltd.** 2018 - 2021
Senior Software Engineer
 - Developed a custom Excel-to-XML automation tool, significantly reducing **manual workload by 200 hours/month** and enhancing data processing efficiency.
 - Deployed **15+ conversational AI chatbots** (RASA/Dialogflow), handling over 10K+ monthly customer interactions with 90% user satisfaction.

AWARDS AND RECOGNITIONS

- **ACE Award**
Honored for exceptional contributions to key projects and outstanding performance in delivering impactful business outcomes, demonstrating consistent excellence in professional execution.
- **Tech Star Award**
Recognized for significant achievements and innovation in technology, particularly for pioneering solutions and driving technological advancements that yielded measurable improvements and strategic value.