

Contact

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(LinkedIn)

Top Skills

Large Language Models (LLM)
Retrieval-Augmented Generation (RAG)
AI Software Development

Languages

Hindi (Native or Bilingual)
English (Professional Working)

Certifications

Technical Product Management
Become a Product Manager
Building Systems with the ChatGPT API

Honors-Awards

GEM (Going Extra Mile) Award
GEM Award
30 under 30 (Retention Strategist - Product & Marketing)

Palak Jain

Senior Product Manager | AI-Native Builder · LLMs, RAG & Autonomous Agents | B2B SaaS & Consumer Growth | 9 Years · Top 30 Under 30 | IIT KGP

London, England, United Kingdom

Summary

I build AI-native products that scale. With 9 years driving strategy, growth and delivery across B2B SaaS, consumer platforms and global marketplaces in the UK, US and India, I operate at the intersection of deep technical fluency and commercial product thinking. India's Top 30 Under 30. IIT Kharagpur.

I have architected LLM + RAG systems and autonomous agents at enterprise scale, delivered 152% ARR growth across 165+ stores and 3M+ users, and shipped production AI builds solo using Claude Code, from conversational diagnostics to voice assistants to agentic job-search systems. My experience spans high-growth startups and complex global enterprises, with proven success across the full product lifecycle, from zero-to-one launches to global rollouts.

Industry expertise: AI-native products, workforce management, eCommerce, B2B SaaS, marketplaces and mobility. Skilled in cross-functional and cross-org leadership, mentoring PMs, and partnering with engineering, design, data and GTM teams to ship fast and measure everything.

Currently exploring Senior, Lead and Staff PM roles at AI-first companies globally, with a focus on the UK, Europe, US and India. If you're building something ambitious in AI, B2B SaaS or consumer growth, let's connect.

Specialities & Skills:

AI-Native Product Strategy · LLMs & RAG Workflows · Autonomous Agents · Voice AI · AI Evaluation & Monitoring · Prompt Engineering · Conversational UX · MCP & A2A Protocols · Claude Code · Cursor · V0 · Enterprise & B2B SaaS · Partner Integrations · Webhooks & Data Pipelines · API-first Product Design · B2C Platforms · Marketplace Models · Growth & Retention · Referrals & Viral Loops · A/B Testing & Experimentation · Acquisition Funnels · KPI Design

· SQL · Mixpanel · Product Development · Product Discovery · Roadmap Ownership · OKRs · Cross-Functional Leadership · Stakeholder Management · Agile Execution · Go-to-Market Planning · Product-Led Growth · Payments & Compliance · User Research · Personalisation · Metrics & Analytics · Global Team Collaboration · Internal Tooling · Messaging Platforms

Experience

Indeed

Senior Product Manager

July 2022 - Present (3 years 11 months)

London Area, United Kingdom

At Indeed Flex, driving product strategy for enterprise SaaS solutions used by global clients, with focus on AI-powered workforce management, compliance, and messaging.

Key Achievements:

- Defined and delivered product strategy across Support, Time & Attendance, Ratings, Worker App, and Messaging, driving adoption in the UK & US.
- Spearheaded a 12-month messaging vision, roadmap, and scope; launched 1:1 and Group Messaging, lifting message volume 65% and reducing reliance on external tools.
- Delivered a compliance visibility solution for OCS, a £400M client, enabling certification tracking and boosting transparency, trust, and efficiency.
- Built the first client-facing API (Worker Status API) for Stord, enabling real-time worker data sync and paving the way for future integrations.
- Shipped compliance features that enabled 4,300+ sick pay hours to be withdrawn and raised instant pay eligibility by 4%, strengthening compliance and retention.
- Redesigned the clock-in/out flow with mandatory geolocation, improving accuracy 30% (UK) and 19% (US), ensuring compliance and reducing payroll disputes.

- Increased shift feedback adoption from 37% to 60% by launching a scalable ratings system, improving job-worker matching and boosting satisfaction.
- Reduced Salesforce support tickets by 45%, saving Account Managers 248+ hours/month via intuitive self-serve resolution flows.
- Defined SaaS data strategy and delivered dashboards, enabling faster decisions for client and operations teams.

Skills: Enterprise SaaS · Workforce Management · HR Tech · B2B SaaS · Messaging Platforms · Product Strategy · Roadmap Ownership · AI Product Strategy · AI in Product Discovery · Generative AI (ChatGPT, Gemini, Cursor, V0, Lovable) · No-Code Prototyping · Mobile Product Management · API Development · Compliance · Data Strategy · Product Analytics · User Research · Customer Journey Mapping · Stakeholder Management · Global Product Launches

Health & Glow

3 years 2 months

Senior Product Manager

May 2021 - May 2022 (1 year 1 month)

Bengaluru, Karnataka, India

Led digital transformation for one of India's leading beauty and wellness retailers, managing product strategy and delivery for iOS, Android, and web platforms serving 3M+ users. Owned roadmap execution across omnichannel experiences, UX/UI, internal tools, and revenue growth initiatives.

Key Achievements:

Increased ARR by 152% by streamlining content and order management for 60+ internal staff, improving fulfilment efficiency and operational accuracy.

Revamped UX/UI across mobile and web, informed by customer journey mapping and experimentation, boosting engagement and conversion across key flows.

Delivered omnichannel features including same-day delivery, click & collect, digital assistant, and self-checkout, reducing in-store drop-offs by 10% across 165+ stores in 11 cities and improving customer retention.

Q# Launched AI-powered Skin & Hair Analysis tool, allowing users to upload selfies and receive tailored product and routine recommendations via an integrated 3rd-party API, driving a 15% increase in repeat purchases and deepening personalisation.

Built online-to-offline service booking platform, enabling customers to book nail, makeup, and skincare services at nearby stores directly through the app, bridging digital discovery with in-store fulfilment, increasing footfall and brand trust.

Improved Average Basket Value by 17% and NPS by +3.5 points through the “Order Split” feature, enabling product upsells, flexible fulfilment, and enhanced satisfaction.

Product Manager

April 2019 - May 2021 (2 years 2 months)

Bengaluru Area, India

Managed end-to-end product lifecycle for mobile, web, and internal tools, delivering features that improved customer experience, operational efficiency, and sales across 165+ retail stores and online channels. Sole PM for eCommerce during this period, collaborating closely with engineering, design, and operations teams.

Key Achievements

- Launched same-day delivery, click & collect, and self-checkout, driving omnichannel adoption and reducing in-store drop rates 10%.
- Built a digital assistant app enabling cross-store product ordering, improving fulfilment and reducing missed sales.
- Improved Average Basket Value by 17% via the “Order Split” feature, increasing upsell opportunities.
- Boosted customer engagement 15% by integrating data sources to enable personalised recommendations.

ZipGo

11 months

Product Manager

November 2018 - March 2019 (5 months)

Bangalore Urban, Karnataka, India

- Led the redesign of the driver app at ZipGo to enhance user experience.
- Integrated real-time geolocation, multilingual support, and voice alerts to reduce missed pickups.
- Analyzed driver and passenger feedback to continuously improve app reliability and performance.

Associate Product Manager

May 2018 - November 2018 (7 months)

Bengaluru Area, India

- Enhanced user activation by implementing data-driven UX improvements and optimizing onboarding
- Developed internal dashboards that streamlined customer support workflows, increasing efficiency.

Zolo

Product Management Intern

January 2018 - April 2018 (4 months)

Bengaluru Area, India

- Collaborated with cross-functional teams to optimize execution methods and timelines for product development.
- Designed a comprehensive product roadmap and conceptualized features for the next two years, enhancing strategic planning.
- Implemented Clevertap and Mixpanel for targeted user engagement campaigns, improving user interaction metrics significantly.

Capgemini

Consultant

July 2016 - August 2017 (1 year 2 months)

Kolkata, West Bengal, India

- Developed a robust Event Management application for Roche Pharma using Java-based software, Pega, HTML, and CSS.
- Prioritised user stories and logged critical bugs, estimating person hours for efficient development and fixes.
- Engaged in post-release debugging, presenting findings to five cross-functional teams to ensure continuous improvement.

Housing.com

Product Development (Customer Experience and Innovation)

May 2015 - July 2015 (3 months)

Mumbai, Maharashtra, India

- Learnt more about product management, focusing on customer experience and innovation.
- Designed an optimised solution for searching shared rented houses, enhancing user satisfaction.
- Prioritised parameters like location, travel time, and budget to improve search efficiency.

Larsen & Toubro

Summer Intern

May 2014 - June 2014 (2 months)

Powai

- Worked on a project aimed to design an Unmanned Surface Vehicle (USV) capable of searching, rescuing and harbour patrolling
- Estimated the resistances of USV using numerical analysis and corresponding formulae for High Speed Marine Vehicles.
- Made calculations and precisely designed the hull of the USV with a self-righting property using the Maxsurf software.
- Evaluated longitudinal strength to determine the maximum on deck stresses for hogging and sagging conditions.

Education

Indian Institute of Technology, Kharagpur

Dual Degree (B.Tech + M.Tech), Ocean Engineering · (2011 - 2016)

Kendriya Vidyalaya

· (1998 - 2008)