

# HIMANSHU SHARMA

## PRODUCT MANAGER

+91-8920474153

ps.himanshuwork@gmail.com

Bengaluru, India

### SUMMARY

- Product Manager with **6+ years of experience** in driving product strategies, improving user flows, and delivering measurable business outcomes.
- Demonstrated success in optimizing operational inefficiency with DIY user flows (e.g., **reducing agent tickets from 1 Mn a month to 'Zero' at Paytm**), **scaling products (e.g., 0 to 500k app downloads at Thunderpod)**, and fostering cross-functional collaboration.
- Experienced in both startup environments and established organizations**, with a strong passion for creating data-driven customer-centric product solutions

### PROFESSIONAL SKILLS

- Product Management:** A/B Testing, Growth Hacking, Product Design & Strategy, UX Optimization
- Data & Analytics:** SQL, Excel, Data Visualization
- Tools & Platforms:** Jira, Figma, Freshworks, Looker

### WORK EXPERIENCE

#### PRODUCT MANAGER

( June 2022 - Present )

Paytm

- Improved UPI Registration (**Device Binding**) success rate by **15%** through data-driven changes in the existing flows and configurations.
- Reduced login/signup drops by **8%** by restructuring the existing login/signup flows and making permission flows config-based.
- Reduced support tickets by **1M/month to zero** through DIY user flows
- Developed a unified agent panel, decreasing handling time by **28%**, saving **10K+ agent hours annually**.
- Collaborated with stakeholders on CST Flows (*user & agent side*), resulting in a **25% boost in CSAT**.
- Led cross-functional teams to deliver product rollouts for **300Mn+ users with 99.9% uptime** and smooth adoption.

#### FOUNDING TEAM MEMBER | GROWTH AND PRODUCT

( August 2019 - May 2019 )

Thunderpod, Inc. | Y-Combinator W-2019

- Played a pivotal role in **scaling the app to 500k downloads** within two years.
- Implemented no-code automation** to enhance product performance and resolve workflow inefficiencies.
- Collaborated with the founder in launching impactful features (in-app shop features like CRED), **achieving a 30% increase in engagement rates**.

#### FOUNDER

( July 2018 - May 2017 )

Million Omnicommerce

- Launched a marketplace** (VASAAS) for home-grown designers with a team of 30 Interns. Scaled to \$100k from zero.
- Launched a D2C startup** hand-painted clothing brand "Avalipt" with a co-founder.

#### COMMUNITY MANAGER

( July 2018 - May 2017 )

Wooplr

- Scaled influencer network to **3,000+ sellers**, boosting monthly GMV by **15%**.
- Implemented referral campaigns, acquiring **10K+ users** organically.

### EDUCATION AND CERTIFICATION

- Y COMBINATOR - STARTUP SCHOOL ( 2019-2020 )
- DELHI UNIVERSITY - BACHELOR OF COMMERCE (BCOM) ( 2012-2015 )
- INSTITUTE OF CHARTERED ACCOUNTANTS OF INDIA - ACCOUNTING AND FINANCE ( 2014-2018 )
- THE INSTITUTE OF COMPANY SECRETARIES OF INDIA - LEGAL ( 2012-2018 )