# AKSHAT SHARMA

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## Work Experience

**Airtel Payments Bank** *Delhi, India*
*Product Manager* *Jan 2026 – Present*

**FINTECH & PAYMENTS**

- Owned product for **100+ partners** across real-time payments (UPI), digital wallet/toll payments, cash management, assisted banking and bill payments, reducing partner onboarding time by **40%**.
- Owned payment, reconciliation, and settlement workflows processing **50Cr+ monthly transaction volume**, driving improvements through API failure analysis, transaction success monitoring, and partner SLA management.
- Scaled payment infrastructure for toll payments and improving transaction success rates by **15%** and supporting **2x growth** in daily volume through performance monitoring, failure analysis, and cross-functional execution.

**Leverage Edu** *Delhi, India*
*Associate Product Manager* *Jul 2025 – Jan 2026*

**MONETIZATION & MARKETPLACES**

- Owned development of a foreign exchange and payments platform, defining product workflows; onboarded **1,000+ partners** and enabled **INR 4Cr+** through automated rate-locking, payout and transaction validation workflows.

**B2B SAAS & PLATFORMS**

- Owned product roadmap and feature prioritization for a **B2B SaaS CRM serving 4000+ active partners**, translating partner and stakeholder requirements into scalable workflows and operational improvements.

**AI PRODUCTS & AUTOMATION**

- Led integration and production rollout of an **AI-powered WhatsApp assistant**, automating offer-letter notifications and Level 1 quality-control failure alerts through conversational workflows.

**Quantum Leap Learning Solutions** *Bangalore, India*
*Associate Product Manager* *Jun 2023 – Jun 2025*

**AI PRODUCTS & AUTOMATION**

- Led development and launch of AI-powered products, including a customer-facing AI chatbot serving **2,000+ clients** and an AI content generator used by **500+ clients monthly**, tracking adoption and engagement.
- Launched an AI coach for clients and internal teams, driving **org-wide adoption**, reducing resolution time from **24 hours to 2 hours** and knowledge transfers from **2 weeks to 3 days**, while reducing routine meetings.
- Partnered with data and engineering teams to integrate an **AI voice agent** into customer workflows, automating **40% of repetitive queries** and reducing manual support effort.

**MONETIZATION & LENDING**

- Interviewed **200+ business owners** to identify customer pain points and willingness to pay, shaping product requirements, roadmap, and **pricing strategy** for a **Platform** that generated **INR 2Cr in revenue**.
- Contributed to development of an **MSME lending platform** connecting small business owners with NBFC partners, working on digital product workflows for the lending ecosystem.

**GROWTH & ENGAGEMENT**

- Introduced research-led gamification features and evaluated impact through before-and-after DAU analysis, increasing daily active users by **25%**.
- Analyzed mobile onboarding funnels across iOS and Android, identifying signup and login friction points and collaborating with engineering to reduce login drop-offs by **35%**.
- Improved B2B marketplace service usage by **110%** through customer and partner feedback workflow improvements.

## Skills

**Technical:** SQL, Advanced Excel, Mixpanel, Power BI, Postman, API Integrations, JIRA, Figma

**AI & LLM Products:** Generative AI, LLMs, RAG, Prompt Engineering, AI Agents, LLM Evaluation, Retrieval Quality, Hallucination Evaluation, Workflow Automation

**Product Management & Growth:** Product Strategy, Product Discovery, PRDs, Roadmapping, Funnel Analysis, A/B Testing, Experimentation, Product Analytics, Retention, Engagement, Stakeholder Management

## Education

**RV College of Engineering** *Bangalore, India*
Bachelor of Engineering (B.E.)