

# Pragadeesh Rc

## SENIOR PRODUCT MANAGER

r.c.pragadeesh5@gmail.com | +1-216-744-4856 | [www.linkedin.com/in/pragadeeshrc92/](https://www.linkedin.com/in/pragadeeshrc92/) | United States

### Summary

**AI-Driven Product Manager** with 10+ years of experience delivering SaaS, automation, and data-centric products across e-commerce, financial, and healthcare sectors. Skilled in integrating AI strategy, predictive analytics, and generative insights into product roadmaps that improve adoption, reduce costs, and drive measurable business value. Certified in **AI-Powered Product Management** and **Generative AI for Leaders**, with a proven record of aligning engineering, data, and business teams under Agile frameworks.

### Experience

**Capital One | Senior Product Manager** Feb 2025 – Present

- Delivered product enhancements for the **Bank CDM (Credit, Mortgage)** application, improving client enrollment workflows and account visibility.
- Defined and prioritized **product backlogs and sprint goals** in **JIRA**, coordinating with engineering and QA to ensure timely delivery of roadmap milestones.
- Collaborated with cross-functional teams to streamline **product data pipelines and reporting processes**, achieving a **6% improvement in data accuracy** and **reducing manual interventions by 9%**.
- Developed **SQL-based product analytics and Power BI dashboards** to monitor advisor-client engagement metrics, supporting data-driven decision-making across banking services.
- Partnered with architecture and infrastructure teams to optimize the **CI/CD pipeline**, **reducing deployment time by 25%** and ensuring stable production rollouts.

**UPMC | Associate Product Manager** Mar 2024 – Feb 2025

- Led **HIPAA compliance product** initiatives for Medicaid claims (**EDI 835/837**), performing gap and impact analysis, mapping, and testing to ensure CMS and regulatory alignment, preventing \$45K in potential audit penalties.
- Built a **data-processing product solution** using Informatica and Business Objects, reducing data reconciliation time by 3.5% and improving reporting accuracy by 2.7%.
- Delivered **BRDs, JAD outcomes, product documentation**, and **ICD-9 to ICD-10** mapping documentation, supporting multiple releases and accelerating claim modernization timelines by 3.2%.
- Acted as **Product Owner**, managing backlog priorities and sprint goals in **JIRA**, achieving a 14% sprint completion rate and saving three weeks per release cycle.

**Sysco Corporation | Senior Product - Business Analyst** Aug 2023 – Mar 2024

- Led **Agile teams** to deliver **AI-powered product roadmaps** with custom templates for inventory analytics, improving adoption by **12%** and uncovering **\$2.7M in savings** through predictive modeling.
- Automated **resolution workflows** using **SQL, Python, and Tableau**, deploying product rule-based automation that improved response efficiency by **2%** and reduced backlog time.
- Partnered with **analytics and engineering teams** to build **generative AI dashboards**, revealing customer behavior trends and anomalies for proactive issue detection.

**Amazon | Product Manager - Business Analyst** Jul 2021 – Sep 2022

- Led the internal Catalog Product PCR roadmap using **SQL, Tableau, A/B testing, and cross-functional vendor collaboration (60% response)** to correct **15.9K products**, saving **\$3.1M** (\$1.38M concessions — \$1.72M operational), improving **accuracy by 6.2%** (620 BPS), and elevating **customer experience**.
- Led the First Touch Count pilot across **EU3 and NA**, redesigning **ETL workflows** to improve data compliance (**69% in UK, 25% in US/FR**); **automated 25K ticket resolutions**, saving **6.7 FTEs** and improving 90th percentile response time (**TP90**) by **2 days**.
- Partnered with **inventory planning** and cross-functional teams to deploy **SaaS-based product IPC** and **CRM-integrated tool**, reducing **ticket resolution time by 48 days** and achieving **\$3.7M in**

## **operational savings.**

- Enhanced ETL pipelines and developed **QuickSight product performance dashboards** to monitor inflow, PL/GL split, and Ops loss; delivered **20+ analytical reports** (MoM Ops, Scorecards, HPB Queue, Sherlock Mismatch) enabling **data-driven decisions across NA and WW Core Ops**.

### **Amazon | Senior Product Analyst**

**Oct 2017 – Jul 2021**

- Migrated vendor outreach workflows from **Paragon to the ALM SaaS product platform (WW)**, designing **vendor code logic, SOPs, and escalation matrices** that **cut turnaround time by 69%** and **boosted global team productivity by 4%**
- Automated **inventory quarantine/un-quarantine workflows** using **Python, SQL, and ETL enhancements**, saving **1.2 FTEs**, recovering **\$288K in stranded inventory**, and improving **product operational efficiency by 40%** through rule-based automation and dashboard reporting.
- Collaborated with **Global Specialty Fulfillment (GSF) leaders** to **redesign Ultra-Fast Fulfillment (UFF) SOPs**, for faster **product delivery** thus reducing **SLA breach TAT** from **14.3 to 2.6 days**; published **weekly SLA/TAT dashboards** and aligned **KPIs through JIRA and Confluence** to sustain improvements.
- Mentored **4 underperforming NA resolvers** through a **structured 4-week ramp-up program**, **doubling productivity to 100%** and **raising QA scores by 75%**.

### **Amazon | Product Analyst – Catalog Operations**

**Jun 2015 – Oct 2017**

- Revamped **Automotive product resolution workflows** by eliminating non-value steps, **reducing TAT by 0.96 days, saving \$340K annually**, and maintaining **catalog health by resolving 1,000+ defects weekly**.
- Developed and deployed an **internal HTML-based automation tool** to streamline **product correction workflows**, delivering a **1.2 FTE efficiency gain** and improving **operational throughput**.
- Improved product **catalog accuracy and customer experience** by **monitoring and resolving 100+ SKU defects weekly**, analyzing **KPI and defect trends** to enhance **data integrity and cross-category performance**.

### **Acenet Technologies Pvt Ltd | Technical Analyst**

**Jun 2014 – May 2015**

- Defined and implemented network testing strategies to identify and resolve LAN bottlenecks, improving connectivity and system availability for 250+ daily users across business units.
- Assessed system performance using structured testing and monitoring tools, enhancing infrastructure stability and user experience through proactive diagnostics and optimization.

## **Education**

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<b>Cleveland State University – MS in Information Science</b>	<b>Dec 2023</b>
<b>Alagappa University – MBA in Technology Management (Distant Education)</b>	<b>Dec 2023</b>
<b>Great Lakes Institute of Management – PGPM Data Science &amp; Engineering</b>	<b>Dec 2019</b>
<b>Anna University – B.E in Computer Science</b>	<b>Apr 2014</b>

## **Technical Skills**

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<b>Software &amp; Tools:</b> Tableau, Power BI, SQL, Python, <b>JIRA</b> , Confluence, Lucidchart, Microsoft Visio	
<b>Product &amp; Project Management:</b> Roadmap Development, Backlog Management, Agile User Stories & Sprint Planning, CRM Systems, Lean, Waterfall, Customer Journey Mapping, SaaS-based products, ML-Based Recommendations, Scrum Ceremonies, Go-to-Market Strategy, User Research, Stakeholder Alignment, OKRs, API-based Integrations, Product Lifecycle Management	
<b>Data Analytics:</b> A/B Testing, KPI Monitoring	
<b>Cloud &amp; Tools:</b> AWS (EC2, S3)	

## **Certifications**

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### **Certified Associate in Project Management (CAPM) - Credential ID 3713076**

Project Management Professional (PMP) – In Progress, Expected Jan 2026

Agile Methodologies, Tableau for Data Visualization, SQL for Data Analysis, JIRA/Confluence

AI-Powered Product Management: Mastering Strategy, Roadmaps

Generative AI For Leaders and Managers - Strategy Roadmap