

Niharika Ray

Nerd Whisperer | Storyteller

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Work Experience

CloudSEK / Group Product Manager

2024–Present, Bangalore

- Spearheaded the end-to-end product lifecycle, collaborating with cross-functional teams to deliver features that met enterprise security needs, ensuring scalability and compliance, resulting in a 25% increase in product adoption and drove go-to-market strategies, including product positioning, pricing, and competitive analysis, to maximize market penetration and customer acquisition.
- Utilized market research, user insights, and data analytics to refine the product roadmap, leading to a 15% improvement in customer satisfaction and monitored key KPIs such as customer retention and feature utilization to drive continuous innovation and product iteration.

PrivaSapien / Senior AI Product Manager

2024–2024, Bangalore

- Led the launch of three cutting-edge deep tech products, identifying market gaps and client needs to boost market presence and improve client satisfaction by 20%. Leveraged expertise in product development, PRD, FRD, design, and test case creation to drive success.
- Improved client engagement by 15% and ensured on-time delivery, conducting weekly bug reviews, retrospectives, marketing activities while mentoring team members, managing sprints with SAFe and agile methodologies, contributing to thought leadership with patents.

Zscaler / Senior Product Manager

2022–2024, Bangalore

- Drove product wide feature rationalization, eliminating 15% of low-impact backlog and redirecting 2 FTEs toward roadmap-critical initiatives, by building an objective prioritization model grounded in adoption data, feedback, and engineering complexity.
- Improved roadmap predictability by 35%, as measured by delivery consistency and sprint throughput across two quarterly cycles, through cross-functional planning cadence, tighter scope definition and a weekly triage for shifting priorities without churn.

Intel / Lead Platform Product Manager II

2021-2022, Bangalore

- Optimized product development processes and automation systems, fostering cross-functional collaboration to achieve a 15% increase in system stability, streamline testing procedures, driving continuous improvement, and increased team productivity by 10%.
- Initiated validation environment enhancements, slashing validation time by 25% via simulation and platform-level tools, while achieving a 30% increase in post-silicon quality, contributing to product delivery and innovation across enterprise to meet customer expectation.

Trend Micro / Product Manager I

2019-2021, Singapore

- Translated regional market insights and customer feedback into product strategy, driving a 35% uplift in client revenue and 30% increase in retention by aligning GTM execution with roadmap priorities across Southeast Asia, directly influencing adoption in regulated sectors.
- Shaped and delivered adoption-focused features across cloud security solutions by driving cross-functional execution, from solution design to rollout, Enabled \$1.2M in quarterly revenue and maintaining a 95% renewal rate across large enterprise and commercial accounts.

ProBano / Product Manager

2016-2019, Bangalore

- Conceptualized and implemented a data-driven roadmap that increased monthly revenue by 25% and grew the user base by 45%, by conducting market analysis and identifying customer pain points to drive new product features and enhancements.
- Leveraged agile methodology and cross-functional collaboration to lead the development of a new product, resulting in 90% of the beta users reporting high satisfaction levels and an eventual 35% increase in overall customer retention rates across 15 states in India.

IISc / Product Architect

2017, Bangalore

- Orchestrated the development of a smart wearable device that predicts epileptic seizures with an accuracy of 85%, resulting in early medication administration to prevent the seizure, reducing caregiver burden, and improving patients' quality of life by using ML.
- Created and launched an app that seamlessly connects with the smart wearable device, enabling the recording and analysis of patient data with 99% accuracy, while ensuring rigorous quality standards by demonstrating expertise in data analysis to ensure reliable data recording.

Leadership Experience

Illinois Business Consulting / Strategy Advisor

2023-2023, USA

- Implemented GTM initiatives for Fortune 500 clients, resulting in a 45% increase in customer satisfaction levels by conducting comprehensive customer surveys to identify areas for improvement, thereby contributing to enhanced customer loyalty and retention.
- Conducted in-depth market research and competitor analysis to diversify clients' market reach, developing robust market entry strategies and effective go-to-market plans that led to a 15% increase in market share and expanded market presence.

The Graduate Consulting Club Jan 2023 / Mentor and Strategy Advisor

2023-2024, USA

- Achieved 95% job offer success with coaching, led a campaign boosting club membership by 40%, and implemented mentorship programs for Undergraduates and Business graduates leading to a 60% satisfaction increase and 50% mentee retention rate.
- Facilitated strategic partnerships with Big 4's resulting in a notable 25% boost in sales revenue, fostering collaborative relationships that not only drive tangible business outcomes but also cultivate long-term growth and mutual success.

Education

Stanford Graduate School of Business / LEAD Graduate

Stanford, USA

University of Illinois Urbana-Champaign / MBA

Chicago, USA

Major - Finance & Marketing | 3.91 of 4 GPA | Top 10% of the Class | Scholarship Holder | Member of Beta Gamma Sigma Honor Society

Dayanada Sagar College of Engineering / B.E

Bangalore, India

Major - Information Science and Engineering | 9.86 of 10 GPA | Top 10% of the Class

Skills & Certifications

Certifications : SAFe 6.0 PO/PM, PSPO I, PSPO II, PSM I, PSM II, PAL-EBM

Tech Skills: Figma, Jira, Trello, Slack, ClickUp, Asana, Marketo, Salesforce, Google Analytics, Pendo, LaunchNotes | C, C++, Python, SQL