

Sobhangi Sarkar

Summary

Seasoned Product Manager with 5.5+ years of expertise in SaaS, AI-driven chatbots, Conversational AI & Voice AI Agents. Proven ability to define roadmaps, driving user engagement with data-backed decisions, and collaborate cross-functionally.

Educational Qualification

Qualification	Institute	CGPA/ %	Year
BPGP - MBA (Pursuing)	Indian Institute of Management, Ahmedabad	-	2024-2026
B.Tech (Computer Science & Communication Eng)	Kalinga Institute of Industrial Technology (KIIT)	8.9/10	2020
XII, CBSE	DAV Public School, Bhubaneswar	89%	2016
X, ICSE	Blessed Sacrament High School, Puri	93.3%	2014

Work Experience

(~ 5 Years 6 Months)

Verloop.io, Remote, India	
Senior Product Manager – AI & Platform	April 2024 - Present
- Led end-to-end development of the drag-and-drop self-serve bot builder, achieving 100% migration, reducing bot creation time by 20%, and driving a 25% increase in platform revenue. - Implemented RAG-based knowledge systems with Markdown conversion, reducing hallucinations, making AI responses 10% less verbose, and improving CSAT by 30%. - Launched Debug Mode for non-technical users, cutting debugging time from ~1 week to ≤1 day and reducing dependency on engineering and support teams. - Owned roadmap, pricing, and monetization for Outreach Analytics and WhatsApp Flows & Forms, improving enterprise adoption and revenue realisation. - Led the rollout of RBAC with custom enterprise permissions, enabling enterprise-grade security and compliance. - Drove platform hardening by sunseting legacy code paths and partnering with Product Marketing on 5+ LinkedIn webinars to accelerate feature adoption. - Received Quarterly appreciation (1/5) award from the CEO for quickly delivering 4 features in a quarter	
Milaap, Bengaluru	
Product Manager – CX & Mobile App	May '22 - Mar '24
- Owned end-to-end product delivery across donor and internal platforms (web & app), impacting millions of users. - Revamped KYC flow, saving ~5 mins/user and reducing rejection rates by 15%. - Integrated Juspay Express Checkout, reducing checkout drop-offs by 25% and improving success rates by 15%. - Led engagement initiatives (Push/SMS via MoEngage), increasing DAUs by 10%. - Launched monetization features (user tips) through research-led discovery, driving ~66% revenue uplift. - Implemented chatbot solutions, increasing donor traffic by 45% and reducing support tickets by 15%. - Recognized as Employee of the Quarter (2/120+) for consistently surpassing expectations	
Yellow.ai, Bengaluru	
Growth Product Analyst - PLG	August '21 - May '22
- Drove Product-Led Growth (PLG), scaling to 60+ paid self-serve customers and 500+ monthly signups. - Launched self-serve platform enabling 25+ customer launches in 6 months. - Built bot templates and marketplace, reducing bot creation time from 5 days to 1 day. - Introduced interactive demos, cutting go-live timelines from 20 days to 7 days. - Designed industry-specific packages and T&M models, contributing to \$200K+ revenue growth. - Received Quarterly Reward and Recognition (1/7+) for my contributions in team within 2 months of Joining	
HighRadius, Hyderabad	
Associate Software Engineer – Core Product	Sept '20 - Aug '21
- Developed automation features and dashboards for 4+ Fortune 500 clients across FMCG, Tech, and Healthcare. - Built fraud identification bots, reducing fraud management effort by ~25%. Internship (Jul 19 - Sept 20) – Built ML Models for Deduction Management System Product, securing a PPO offer	

Certifications

Product Management	- Fundamentals of Product Management (PM School) - 8 week of training - Product Led Growth (Product School) - Course on PLG Principles - Product Analytics Micro Certification - Short course on Product Analytics	2022 - 2023
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Achievements

Academic Achievements & Research Publications	- Accomplished Top 3% academic ranking (Rank 5/165) for outstanding performance in academics, publications and extracurriculars in KIIT - IEEE Publication: Proposed Machine Learning based Crop Recommendation System with 89% accuracy, 50+ citations, 700+ downloads
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Interests / Extra-Curriculars

Volunteer	Volunteered for patient advocacy at Milaap, helping improve mental well-being of caregivers
Topmate Volunteer	Mentored 20+ students on career planning and transitions via Topmate, earning top 1%