

PALKIN GUPTA

PRODUCT MANAGER | PRODUCT OWNER | SENIOR BUSINESS ANALYST

AI / GenAI Products | Enterprise SaaS | Product Strategy & Roadmaps | Agile Delivery | CSPO
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EXECUTIVE SUMMARY

Certified Scrum Product Owner (CSPO) with 5 years spanning business analysis, product ownership, and product management for **AI/GenAI-powered Enterprise SaaS, US healthcare, and digital platforms**. Architected requirement and discovery frameworks that **reduced requirement ambiguity by 30% and specification-driven rework by 25%**, while owning product backlogs across **15+ Agile delivery cycles** and shipping **8+ enterprise releases at a 20% higher release velocity**. Currently owns roadmap, OKRs, and prioritization for **five AI-powered products across three domains**, having prioritized **30+ enhancements** against customer impact, business value, and technical feasibility for **Fortune 500 and US-market accounts**. Combines **B.Tech Computer Science** fluency in REST APIs, microservices, and SQL with an in-progress **MBA in Business Analytics** to quantify product decisions end to end.

CORE COMPETENCIES

Product Management & Strategy: Product Vision & Strategy, Product Discovery, Roadmap Ownership, OKR Definition, Opportunity Assessment, Feature Prioritization (RICE, MoSCoW, Kano), MVP & Phased Delivery Planning, Voice of Customer, Customer Journey Mapping, Competitive & Feature Benchmarking, Business Case Development, Adoption KPIs, Product Lifecycle Management

Agile Execution & Product Ownership: Scrum, Product Backlog Management, Backlog Refinement & Grooming, Sprint Planning, Sprint Reviews & Retrospectives, Epics, Features & User Stories, Acceptance Criteria, Definition of Ready, Definition of Done, Story Point Estimation, Velocity Tracking, Release Planning & Management, Cross-Functional Delivery

Business Analysis & Data: Requirement Elicitation & Stakeholder Interviews, BRD / FRD / PRD / SRS / SOW Authoring, Functional & Non-Functional Specifications, Use Case Modelling, Gap Analysis, As-Is / To-Be Process Mapping, Data Flow Diagrams, Requirement Traceability Matrix, Data Requirements Definition, Data Quality, UAT Planning & Defect Triage, Root Cause Analysis, SQL, Google Analytics

AI, Automation & Technical Domain: Artificial Intelligence, Generative AI & LLM-Enabled Products, AI/ML Product Management, Agentic AI Use-Case Discovery, Enterprise & Cognitive Search, Semantic Search & Relevance Tuning, Conversational AI & Chatbots, Intelligent Workflow Automation, REST APIs & API Integration, System Integration, Microservices, SSO, SDLC

Domains: Enterprise SaaS (B2B), US Healthcare with HIPAA & PHI Compliance, Web3 / Blockchain, EdTech, FinTech

Tools & Platforms: Jira, Confluence, Figma, Miro, Lucidchart, Google Analytics, Claude, ChatGPT, Lovable

PROFESSIONAL EXPERIENCE

PRODUCT OWNER | Antier Solutions

Sep 2025 - Present

Chandigarh, India | Promoted from Business Analyst (May 2025 - Sep 2025)

Portfolio: Veulo (AI-powered, HIPAA-compliant healthcare platform); Qubetics, InvestNet, Alpha Orbit (Web3/Blockchain); EduBlock (AI-powered EdTech)

- Spearheaded product vision, roadmap, and OKR ownership across **five AI-powered products spanning three domains** (healthcare, Web3, EdTech), as measured by quarterly roadmap commitments met across all concurrent product lines, by operating a single prioritization model weighing customer impact, business value, technical feasibility, and delivery dependencies.
- Reduced requirement gaps by 30%**, as measured by engineering clarification requests raised after sprint intake, by instituting structured discovery workshops and a mandatory requirement-review gate before any item entered the backlog.
- Reduced requirement-related rework by 25%**, as measured by defects traced to specification ambiguity, by strengthening acceptance-criteria standards and formalizing structured engineering handoff reviews.
- Architected the AI and GenAI opportunity pipeline across the healthcare and EdTech portfolios, as measured by machine learning, Agentic AI, and intelligent-automation use cases promoted from discovery into committed roadmap, by scoring each candidate against quantified manual-effort and user-experience pain points.
- Quantified product success for US-market client platforms, as measured by adoption KPIs baselined at go-live and reviewed against agreed business outcomes each release, by converting direct client interviews into a per-release success framework.
- Maintained a refined, estimated backlog **two sprints ahead** of the delivery team, as measured by sprint-goal completion rate and reduced mid-sprint scope injection, by enforcing a Definition of Ready and running disciplined refinement and story-point estimation with Engineering.
- Owned UAT and go-live readiness across the full product portfolio, as measured by acceptance-criteria pass rate at release sign-off, by building test scenarios mapped one-to-one against documented acceptance criteria.
- Converted HIPAA and PHI-handling obligations into testable functional requirements for the Veulo healthcare platform, as measured by audit-readiness sign-off achieved at every release checkpoint, by mapping regulatory controls directly to system behaviours and acceptance criteria.

- Surfaced and prioritized workflow automation opportunities, as measured by automation candidates accepted into the committed backlog, by documenting as-is and to-be process flows across clinical and administrative workflows with client SMEs.
- Drove end-to-end lifecycle ownership from ideation through adoption across **three Web3 platforms** (Qubetics, InvestNet, Alpha Orbit), as measured by phased MVP scopes delivered to committed release windows, by standardizing a reusable discovery-to-delivery roadmap template.

SENIOR BUSINESS ANALYST | Grazitti Interactive

Mar 2024 - Dec 2024

Chandigarh, India | Product: SearchUnify, an AI/ML-powered enterprise search platform serving Fortune 500 customers

- Accelerated release velocity by **20% across 8+ enterprise releases**, as measured by story points delivered per sprint and sprint burndown consistency, by restructuring backlog refinement cadence and tightening acceptance-criteria standards.
- Owned the product backlog across **15+ Agile delivery cycles**, as measured by release-scope adherence and sprint predictability, by decomposing complex enterprise requirements into prioritized epics, user stories, and release-ready increments.
- Prioritized **30+ product enhancements** into the SearchUnify roadmap, as measured by enhancement throughput per release cycle against ranked customer impact, by applying structured prioritization frameworks and business-impact analysis.
- Shaped the AI/ML capability roadmap across **five capability areas** (semantic search, relevance tuning, crawling and indexing, conversational AI chatbot, and content discovery), as measured by capabilities released to Fortune 500 accounts, by converting competitor and feature-gap analysis into ranked product bets.
- Defined data requirements for content ingestion, crawling, and indexing across enterprise sources, as measured by improvements in retrieval quality and result accuracy, by partnering with Engineering on relevance tuning and data-quality rules.
- Authored BRDs, FRDs, PRDs, SOWs, and functional specifications spanning enterprise search and SaaS capabilities, as measured by reduced downstream specification queries per sprint, by standardizing requirement templates and enforcing non-functional requirement coverage.
- De-risked all **8+ enterprise releases**, as measured by defects intercepted pre-production during UAT rather than post-release, by owning defect validation, requirement traceability, and formal release-readiness sign-off.
- Validated product direction with **Fortune 500** stakeholders, as measured by requirement sets signed off following discovery workshops and product demonstrations, by translating enterprise search and knowledge-retrieval pain points into evidenced specifications.

BUSINESS ANALYST | Grazitti Interactive

Oct 2021 - Mar 2024

Chandigarh, India | Product: SearchUnify, AI/ML-Powered Enterprise Search Platform

- Managed **30+ product requirements and enhancements**, as measured by end-to-end requirement-to-release traceability, by applying structured prioritization frameworks and maintaining a live requirement traceability matrix.
- Delivered **five product initiatives** (intranet search for Microsoft Teams, free-trial provisioning, chatbot development, SSO, and search relevance tuning), as measured by successful UAT sign-off and production release of each, by owning requirements end to end from elicitation through validation.
- Reduced engineering clarification cycles per sprint, as measured by clarification requests raised against delivered stories, by producing use cases, process flows, data flows, and Figma wireframes alongside written requirements.
- Informed product go/no-go decisions, as measured by concepts advanced or discontinued at gate review, by running exploratory research, competitor analysis, and structured feature evaluation.
- Scaled business analysis capability across the team, as measured by junior analysts onboarded to Agile delivery and user-story standards, by mentoring on requirements analysis and backlog management.
- Earned **three formal recognitions** (2x Star Performer of the Month, Jul 2023 and Feb 2024; Key Contributor Award, Mar 2024), as measured by management performance review, by consistent delivery quality and cross-functional collaboration.

EDUCATION

MBA, Business Analytics | Symbiosis School for Online & Digital Learning, Pune | 2025 - 2027 (Pursuing)

B.Tech, Computer Science Engineering | Shoolini University, Solan | 2017 - 2021 | CGPA: 7.6

CERTIFICATIONS

- **Certified Scrum Product Owner (CSPO)**, Scrum Alliance
- **Generative AI for Business Analysts | HIPAA Compliance Essentials**, Great Learning
- **Google Analytics Certification** | Business Analysis Process