Sagar Paperwala

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Career Summary

Diligent, curious, and user-first. A year-old product manager having 8+ years of experience with 20+ SaaS products Using this experience to deliver unique solutions to contemporary business problems and technological challenges.

Professional Experience

Current Products and PRDs

- **undiffer:** B2B standup management solution. Responsible for re-defining MVP and deploy a private beta.
- **The App Barista:** A Coffee Community for Everyone (B2C). Setting up a product plan, yielding an MVP, and partnering with the marketing team on growth experiments.
- **Google pay PRD:** Reducing sender's on payment failures in Google pay(India).
- **Amazon PRD:** Increasing conversions in fashion category for Amazon App(India).

LOGICWIND | *Product Manager* — *Jan 2022–Present*

- Explored and audited the office productivity SaaS industry, **which is forecasted to be worth $ 13 billion by 2022.**
- Facilitated a **cross-functional team of 10+ individuals** for two products, including testers, UI/UX, and developers, and achieved 12 (250+ task) releases in 9 months.
- Independently made progress in product growth initiatives, **submitted product to 47 Listing sites**, and received 10K+ impressions, 1.3K page visits, and 19 new signups.
- Collaborated with the marketing team on social media reach. On LinkedIn, reached out to 100 different corporate managers. Also, **launched the Instagram account for a B2C product** where we developed more than 80 professional product reels.
- Regulated the User testing and **user interviews for 3 companies/departments**, with a total of 70+ participants.
- First hand approach on 10+ of marketing and product tools. In addition, crafted around **100 wireframing screens** for product features and for the website.
- Manual testing and **UAT testing** of the releases and making release notes for every release.

STAAH | *Partner Services* — *June 2017–Dec 2021*

- Taken over the **whole European market for 350+ hotels**, 5 hotel chain companies, and 40+ major accounts.
- Provide first-level support for 5 different SaaS products, as well as **integrated with 200+ external partners.**
- Over a four-year period, a single point of contact between clients and the internal team filed 500+ complaints, regulatory concerns, and upgrade requests, which helped to **minimise churn by 10%.**
- Did upselling for 20 hotels and **generated $20,000+** in revenue as well as extended customer commitment.
- Regulated 20+ different reseller communications throughout for white label solution.

eZee Technosys | *Senior Deployment Engineer* — *Dec 2014–May 2017*

- **Hybrid role** of 5 departments including Customer Success, Customer onboarding and customer support, tester, Sales.
- Hands-on **expertise with 8 hospitality eco-system products** (cloud and desktop) for a portfolio of 250+ hotels from the majority of countries and 100+ external integration partners.
- **Mentored a team of 22+ employees**. In two years, I worked on over 400+ chat support tickets

NETSOL IT SOLUTION | *Technical Support Executive* — *July 2014–Nov 2014*

- Visited 10+ different cities and installed **30+ Token machine kiosk.**
- Assembling parts of token machine with kiosk and installed on premises.

Education

Bachelor of Engineering in Computer Science — *April 2010 – June 2014*
R.N.G. Patel Institute of Technology, SURAT, GUJARAT

Skills

- **Certifications** : Agile Scrum Master, **Upraised CAP Product Management.**
- **Tools** : **Clickup**, Microsoft clarity, Hotjar, Firebase, Notion, Miro, Figma, Metabase, Whimsical, Slack, Google Analytics,
- **Skills** : Product Roadmap, Team management, **Agile**, SDLC, Release Management, Customer Support, A/B Testing Customer Onboarding, UX, PRD, Structural Thinking, Wireframing, MVP Creation, GTM, Product Design, leadership.