

NEERAJ VERMA

Product Manager

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SUMMARY

- Postgrad from IIT Kanpur with more than 3 years of experience in product management for hardware and software products across health tech, hospitality, and electrical mobility industry
- Working with Cloudnine Hospitals, a pioneer in maternity and Child care, on products supporting new business verticals and core products e.g. Appointment management system and Homeservices
- Worked with Zenrooms in optimizing operations team day-to-day work and saving the cost of additional CRM by implementing operations workflows in in-house developed backoffice product
- Worked with Cellprop leading the cross-functional team on end-to-end thermal products development from ideating to fabrication and testing
- Built and led a Data team in cloudnine with a focus on the automation of reports and predictive analysis for business

EDUCATION

Career Accelerator Program for product management, Upraised


2022

B.Tech-M.Tech (dual)–Mechanical Engineering,

2012

Indian Institute of Technology Kanpur 

PROFESSIONAL EXPERIENCE

Manager- Product, Cloudnine Hospitals 

01/2021 – present | Bangalore

Homeservices: Homeservices enables customers to **avail lab sample collection, vaccination and medicine delivery at comfort of their home** serving **500 + Orders per month** with an average **ticket size of above 1000 INR.**

- Built ERP for **capturing and managing order, billing , invoicing** basis **live inventory integration** and **delivery** to customers **reducing delivery TAT from 6 hours to 2 hours** for home pharmacy
- **Tech integration** for order creation post payment with delivery partners e.g. Dunzo and Porter , eliminating the need of manual order creation and hence inefficiencies in system
- **Increase in number of lab orders by 30%** due to improved lead capturing

Clinics on Cloud: A highly scalable bundle of SAAS and ERP enabling gynecologists practicing in their clinics to digitalize their complete OPD in no time, **serving 17 clinics currently.**

- Overall prescription writing time by Doctor reduced by 65% due to click and select option and data based suggestions in prescription app

Manager - Product, Zenrooms 

12/2019 – 12/2020 | Bangkok

Zenrooms is a budget hotel chain and leading provider of technology solutions to thousands of hoteliers in SEA markets

- ERP tool for operation workflows leading to order processing time reduction by 70% and saving the cost of additional CRM being used by operations teams.

Assistant Manager - Product, Cloudnine Hospitals 

12/2018 – 11/2019 | Bangalore

AMS: In house developed SAAS product enabling CRUD operation on Availability and slots of Doctors practicing in multiple hospitals under the brand ,consumed by Customer facing products **currently handling around 50K** Appointments per month

- Helped in **defining and implementing product roadmap** for the in-house developed Appointment management system basis user interviews and **requirement gathering**, collaborating with **cross functional stakeholders** e.g. Doctors and hospital Staff
- Ideating, developing and launching Patient Queue System improving Customers experience through transparency and OPD operations

Customer app: A mobile app for android and ios platform enabling customers to book appointments for doctors and gaccess to medical reports with ease.

- Strategized and implemented adoption from grounds up **resulting 60% of Bookings per day through App within 3 months** of introducing the app.

CERTIFICATES

- Data Science and Machine Learning: Making Data-Driven Decisions (In Collaboration with IDSS MIT Great Learning) [↗](#)

SKILLS

Product Development

Prioritization

Product Strategy

SQL