

# Jayshil Patel

LinkedIn | 9638810906 | jaysheel016@gmail.com | Bangalore

Aspiring Product Manager with 5+ years of customer facing experience across **User Acquisition, Account growth, Product Adoption and Ops Process Improvements**. Worked with **cross functional teams** like – category, product, marketing, catalog, fulfillment and analytics to achieve business goals.

## WORK EXPERIENCE

### Entrepreneur | Sublime Pastry Art, Bangalore

Dec 2021 to Nov 2022

- Launched artistic cloud bakery venture ([www.sublimefood.online](http://www.sublimefood.online)). Conducted market research for product selection/pricing and GTM through branding, website design, digital marketing, referral, sampling & event partnership. Scaled 0 to 9 SKU with revenue positive in first 2 months.

### Account Manager | Amazon, Bangalore

Sept 2020 to Nov 2021

- Responsible for driving growth of 12K selling partners exporting to NA/EU countries across categories
- Set up mass account management program from scratch and **delivered 31% avg. combined YoY revenue growth** through targeted data driven experiments, driving product adoption and seller training
- Increased capability to attend incoming seller issues by 217% YoY without adding extra headcount by setting up mechanism to track intake, allocation and resolution

### Sales Specialist (<Assistant) | Amazon, Bangalore

Jan 2018 to Sept 2020

- Responsible for setting up Seller acquisition & Sales Operations process for refurbished business
- Delivered 100% YoY seller acquisition growth in 2nd year of program launch by setting up lead generation channel, onboarding SOP creation, targeted seller pitching & training regional sales teams
- Worked with Sr. Product Manager to conduct User research, Ideation, Product implementation / UAT
- Reduced customer contacts for warranty queries by 50% through root cause analysis and SOP creation

### Sr Associate | Amazon, Bangalore

May 2016 to Dec 2017

- Responsible for helping assigned Brands/Sellers to grow their business for Jewelry/Apparel category
- Managed business operations for launching one of world's largest apparel brand - [Fruit of the Loom](#)

### Marketing Executive | Biocon Ltd, Bangalore

May 2015 to Apr 2016

- Responsible for acquiring new B2B customers for pharma API business and onboarding operations

## PRODUCT PORTFOLIO

PRDs of some of the problem statements I have worked on :

- Enabling Grocery retailers in India to retain their customers - [Link](#)
- Accelerating growth of Indian sellers exporting on Amazon - [Link](#)

## SKILLS

**Business** - User/Market Research, Data Analysis, RCA, Stakeholder/Account Management, Product Adoption/Growth strategy, Product requirement Writing, CX design, UAT Testing, Business development  
**Tools** - MySQL(Basic), Google Analytics, Miro, Jira, Figma, No-code (Softr & Glide), MS Office  
**Design** - Wireframing, Mockups, Design thinking

## EDUCATION

### Bachelor of Engineering - Biotech | Distinction

2005 - 2009

Visvesvaraya Technological University (VTU), Belgaum, India

### Product Management Fellowship

June 2022 to Oct 2022

Hands-on product skill building program at Upraised