Rishav Agarwal

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SUMMARY

- **Product/Startup Enthusiast** with **5+ years** of experience working with Businesses/Products in both **B2C and B2B** domains
- **Co-Founded (as Head of Product** and **Marketing)** a B2C food-tech startup (delivering home-cooked meals) that **raised $100,000**
- **Strong Inter-Personal Skills** (Worked extensively with Engineers, Designers, QAs & PMs at all levels; Led teams in 3 companies; have comfortably engaged CXOs of multiple 1000 Cr+ turnover cos.)
- Proficient in Content Creation (run a blog and Youtube channel with about 2 Mn views)
- Good with Numbers and Communication (GMAT 720/800; MAT 800/800 All India 99.94 Percentile; TOEFL 113/120)

TIMELINE OF PRODUCTS I'VE CREATED

2012
Created Readdict, to make reading books more enjoyable
- Was in discussion with Flipkart for a partnership

2015
Created Bidoo, to help Indians in Spain with toilet paper anxiety
- Sold 17 pieces (at 300% markup each) to Indians and Saudis

2016
Cofounded LolChef, to bring home cooked-food for working people
- Raised 100,000 USD

SKILLS

Product Management
Product Marketing
Stakeholder Management
Impactful Communication
Team-Building & Management
Data Driven Decision Making

EDUCATION

- **Master of Science -** Innovation and Entrepreneurship **(2015 - 2016)**
  ESADE Business School, Spain (Final semester drop out; GPA of **8.34** prior to that)
- **Bachelor of Technology -** Computer Science Engineering **(2009 - 2013)**
  NIIT University, Rajasthan, India with a GPA of **8.43**

TOOLS

Proficient: Sketch, Excel, Jira, Whimsical
Intermediate: SQL, Postman, Figma

EXPERIENCE

Upraised *(A 16-Week long Product Management Fellowship - Bangalore, India)*

CAP Product Management Fellow – (Dec' 2022 to Present)
- I'm among **top 3% of CAP Fellowship's historical cohort (500+ fellows)** to get a '**Strong Recommendation for Hire**' from **5 out of 6 Veteran PMs** from the Industry (including from a Director of Product at Swiggy and a Principal PM at Uber)

Career Break *(Covid-Related 2-yr Career Break)* **(July'2021 - Present)**
- Owing to the impact of Covid on my family's health along with the deteriorating state of my family-business, I decided to take a 2-yr career break to manage things back home

Verloop.io *(Series A funded B2B ML/AI driven Conversational Bot Startup – Bangalore, India)*

Customer Success Lead – MENA (Mar' 2021 to June'2021))
- Led a team of 2 Senior CSMs and 4 CSMs to cumulatively manage ~60 Accounts predominantly in the MENA + SEA regions which contributed roughly 70% of the ARR (~1Mn USD) of the company
- Instituted industry-leading CS practices (QBRs, Periodic Cadences, CSAT & NPS, Bi-weekly product meetings, etc.) for the entire team (16 members in total including other regions)

Mobisy *(Series A Funded Retail-Tech B2B SaaS Startup that works with FMCG cos. – Bangalore, India)*

AVP – Digital Transformation & Regional Product Manager (Jul' 2018 to Dec' 2020)
- Grew a portfolio of ~ $100k (ARR) to ~$500k (ARR) through Product Innovation, Stakeholder Management and Expansion
- Delivered >8% month on month (highest in the company amongst a growth team of ~45) account growth and overachieved on Customer Engagement metrics such as Adoption (>80% in 90% of my portfolio), Retention and Customer Satisfaction

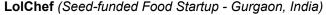**M/S Atmaram Agarwalla** *(Family Business – Retail Stores for Marbles & Tiles – Asansol, India)*

Partner – Management and Operations (Apr' 2017 to Jun' 2018)
- Conceptualised a service of home-designing which had a healthy 90% margin and contributed an additional 30% to our bottomline (shut down post covid)

Atomian *(Round-A funded Spanish Healthcare + Cognitive Computing Startup - Gurgaon, India)*

Country Consultant, India (Nov' 2016 to Mar' 2017)
- Worked with Miquel Montero (founder/CEO) to do a feasibility study of the Indian Market for Atomian's products
- Met prominent people from the healthcare industry including Ms. Sangita Reddy (MD, Apollo Hospitals) along with officials from the Ministry of Healthcare to discuss probable partnerships and prospects

LolChef *(Seed-funded Food Startup - Gurgaon, India)*

Cofounder (Product & Marketing) (Jul' 2016 to Dec' 2016)
- Led a team of 2 designers and 3 engineers to create the LolChef app with 78,000 peak installs
- Reached Peak DAU of ~3k Users & Peak DOV of 165 Orders within 4 months of launch from just 3 sectors in Gurgaon
- Achieved a CPI of Rs. 12 on the marketing campaign, lower than the industry average. Shutdown due to a chain of events

Previously, worked at Ingenu (an American Startup working in telecommunications) as a System Engineer & Interned at Bell Laboratories (now acquired by Nokia) as a Research Intern

OTHER ACHIEVEMENTS

- Winner of ESADE Asian Talent Scholarship Award (given to less than 10% of incoming students from across the globe every year)
- Head of Planning and Strategy for TEDxESADE 2016 – created the most successful TEDxESADE in ESADE's association with TEDx
- Founder of the NIIT University Debate Club; Awarded Best Speaker of the House for the University Debate in 2011 and 2012