Shivam Bajaj

Product Leader | SaaS, AI & Automation
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Summary

AI Product Leader with 9+ years of experience building data-driven SaaS and ML-powered products. Skilled in leveraging AI/ML, analytics, and automation to create scalable solutions, optimize workflows, and deliver measurable business impact. Passionate about translating customer insights into intelligent product features and driving adoption at scale.

Core skills for this role

AI, Machine Learning, Automation, Product Management, SaaS, Roadmapping, Product Vision, Pricing, Scrum, Experimentation

Skills

AI & ML: AI, Machine Learning, Automation, LLMs, GPT-4, RAG, Vector Stores, K-Means, Topic Modeling, Anomaly Detection, Recommendations, Computer Vision, NLP, Chatbot, Agentforce
Product Management: Product Management, SaaS, Roadmapping, Product Vision, Pricing, Scrum, E-commerce, Prioritization, Customer Discovery, Adoption, Go-to-Market, Product Strategy, Competitive Analysis, Stakeholder Alignment, UAT, Phased Rollouts, Integrations, Salesforce
Analytics & Insights: Experimentation, Power BI, Mixpanel, ELK, SQL, Data Instrumentation, A/B Testing, KPIs, Support Log Analysis

Work History

Product Manager, Enterprise Systems | Motive Technologies 10/2025 – Current

- Led the build of the Application for Installation Management (AIM) to streamline device installations across the customer fleet, reducing install and project completion time by 37% and giving ops teams a single system of record for install workflows.
- Launched Motive Shop, a self-service e-commerce platform built on Salesforce Commerce, generating $2.6M in FY26-to-date revenue (~12% of total) by enabling customers to purchase devices and software plans without sales involvement.
- Designed and rolled out a monitoring system for hardware allocation failures and device health, contributing to an 18% reduction in customer escalations by surfacing fulfillment issues earlier in the cycle.
- Stood up 3PL integrations with Geodis and DCL, currently piloting across EU and MEA, to expand international fulfillment coverage and reduce dependency on US-based shipping.

Product Manager | Salesforce | NTT DATA – Remote 01/2024 – 10/2025

- Deployed AI-powered Agentforce workflows to proactively detect quote booking failures, surface root causes to AEs/SOPs, and provide one-click reprocessing after automated error resolution suggestions, reducing manual intervention by 60%.
- Introduced Suggestive AI for Account Executives, leveraging historical quote and win/loss data to recommend upsell/cross-sell opportunities, resulting in a 5% lift in upsell success rate.
- Launched an Asset Monitoring Tool with intelligent anomaly detection, automating issue identification and resolution.
- Integrated Agentforce with Slack to deliver real-time push notifications and actionable insights, enabling faster decision-making and preventing revenue leakage.
- Built rules-based, modular pricing structures and optimized quote precision using data-driven analytics, enabling a 50% faster global GTM process.
- Delivered 5+ product releases across 5 tracks with 90% on-time delivery while driving adoption across multiple regions.

Senior Product Manager | Inflect Technologies – Bangalore 08/2022 – 12/2023

- Built and launched InfViz Pulse, an AI-powered visual intelligence platform providing real-time shelf insights and prescriptive alerts, boosting user engagement by 30%.

- Delivered on-device ML/CV capabilities to automate retail audits with >97% accuracy, cutting manual effort and improving store compliance.
- Led migration to Power BI with AI-driven anomaly detection, reducing costs by 80% and improving analytics performance by 70%.
- Integrated Mixpanel + ELK to enhance AI model monitoring and accelerate issue resolution by 30%.
- Revamped mobile UX for camera workflows, enabling faster AI-driven image capture and reducing task time by 20%.

MTS – Product Manager | BlueStacks – Gurgaon 03/2021 – 07/2022

- Owned product roadmap for Now.gg Cloud Gaming, leveraging player analytics to deliver AI-driven personalization, contributing to 10% revenue growth.
- Launched Multi-Instance Manager and Advanced Controls Editor, using data insights to boost DAU by 3.5% and engagement by 15%.
- Rolled out support automation (chatbot + ticket triage) powered by NLP, cutting response times by 30% and improving CSAT.
- Partnered with design to deliver a data-informed UX overhaul, improving adoption by 20%.

Associate Product Consultant | Senior Engineer | Dell Technologies – Gurgaon 03/2018 – 03/2021

- Migrated Dell Sales Application & backend systems, reducing order processing time by 35% through workflow automation.
- Automated quoting workflows with intelligent pricing logic and validations, improving deal cycle speed and reducing quoting errors.
- Built a lightweight JS + Python approval automation tool that allowed service reps to enter Case ID, SKU, issue details, and amount, then auto-sent approval requests to Area Managers via email with a single-click approve link and logged the approval activity to the Lightning Case.
- Integrated multiple payment methods into Dell Sales App for a smoother customer experience.

Founder & Project Manager | Royal Gear Studios – Chandigarh 06/2016 – 03/2018

- Built and scaled digital products for SMBs and healthcare clients.
- Led the revamp of PGIMER's Patient Management System, improving operational efficiency by 20%.
- Launched Meal360 (multi-cuisine cloud kitchen app) with 2K+ downloads and 25% revenue lift in 3 months.

Education

Executive PG Certification, Product Management, Indian Institute of Management (IIM) Ranchi (Expected 09/2026)
Bachelor of Technology, Mechanical Engineering, Seth Jai Prakash Mukand Lal Institute of Engineering & Technology, Radaur, India (07/2017)

Certifications

- Certified Scrum Product Owner (CSPO), UpGrad
- AWS Certified Cloud Practitioner, AWS | EMC Certified