

Abhishek Kumar

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Experience

Product Owner, Watt Footprint (Maternity Contract) – Dublin

July 2025 – Present

- Owned the product backlog and roadmap for bill reader, onboarding, analytics, and admin/multi-tenancy across web and mobile, coordinating delivery across internal team members and external engineering team.
- Introduced a two-week Scrum cadence and ran sprint ceremonies, managing two parallel backlogs (internal and external) to improve delivery predictability and quality.
- Enabled conversion of physical metering projects into recurring software subscriptions for 11 enterprise hospitality clients, supporting invoiced deliveries of €800k–€1M+ and ongoing subscription revenue based on deployed sensors and gateways.
- Owned prioritization decisions across two parallel backlogs, balancing revenue-critical delivery, platform stability, compliance, and new feature development using product analytics, customer feedback, and engineering constraints.
- Led onboarding and product delivery for the first UK and UAE clients, ensuring metering-to-software integration, billing accuracy, reporting readiness, and compliance.
- Implemented trusted product analytics with Amplitude, filtering internal/bot traffic to establish a real external-user baseline (70 MAU, 11 DAU, 33 WAU), improving stickiness from 13% to 16% and driving 84% session growth from H1 to H2 2025.
- Designed and delivered Bill Reader v2 and v3, improving PDF extraction and unit-rate calculation (excluding standing/fixed charges, handling day/night tariffs) and integrating OpenAI to process bill data, achieving 95% accuracy on PDF bills and 80% on image bills and significantly reducing manual bill validation effort.
- Drove the shift from pilot usage to operational energy management by scaling domain-critical actions (energy charge creation, tariff updates, reporting) by 300 – 2,700% from H1 to H2 while IoT deployment expanded (sensors 292 to 424, gateways 46 to 96).
- Acted as the primary product point of contact across engineering, operations, sales, and regional teams, aligning roadmap expectations, managing dependencies, and communicating trade-offs throughout delivery.
- Improved platform reliability and release confidence by introducing structured regression testing, exploratory testing, and quality gates, preventing major production issues during enterprise onboarding and regional expansion.

Product Manager, Speer Ltd - Athlone

April 2025 – July 2025

- Designed modular, service-based architectures and automated data flows for onboarding and client-facing services, reducing manual handoffs by 35%.
- Acted as the bridge between business and technical teams, aligning MVP goals and delivery milestones with a lean budget and tight timelines.
- Gathered and prioritised business and product requirements from internal and external stakeholders, turning them into actionable roadmaps and epics.

Product Owner, Lookinit - Remote

Sept 2024 – March 2025

- Conducted market research and competitor analysis to identify gaps in AI-powered knowledge platforms, directly informing the product roadmap and feature prioritisation.
- Gathered and synthesised user feedback via interviews and analytics tools to validate assumptions, leading to a 20% increase in customer engagement.
- Defined and documented MVP requirements and user stories for AI-based features; collaborated with developers using GitHub to manage code reviews and delivery.

Software Engineer, Payment Networks, Mastercard - Dublin, IE

June 2022 – Jan 2023

- Documented and implemented scalable edge payment platform, supporting onboarding for 50+ enterprise customers across multiple geographies and reducing go-live timelines.
- Automated data migration pipelines from Oracle to PostgreSQL, reducing setup time for merchant sandboxes from 2 days to 3 hours, streamlining QA and onboarding processes.
- Enhanced CI/CD pipelines using Jenkins, SonarQube, and Splunk, achieving 97% test coverage and reducing production issues by 50% across service deployments.

Business Process Consultant, Infosys BPM - EE Telecom - Dublin, IE

Jan 2022 – May 2022

- Conducted end-to-end service assurance reviews, aligning CRM and onboarding processes with enterprise control standards and SLAs.
- Applied user funnel analytics and heatmaps to optimise conversion paths, driving a 25% increase in customer onboarding.
- Improved client satisfaction and increased NPS to 70% through faster issue resolution and better onboarding support.

Education

Technological University of Shannon, Ireland
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Masters in Engineering Management
Bachelors in Software Engineering

Skills

Tools: SQL, Tableau, Excel, PowerPoint, Airtable, Figma, HTML/CSS, REST APIs, Linear/JIRA, Replit, Google Analytics, MicroStrategy, Google Cloud, AWS

Domains: eCommerce, Payments Infra, Global Localization, Pricing Intelligence, B2B SaaS, Marketplace Tools, Seller Platforms, GenAI (LLMs), Unsupervised learning, Publisher tools, Creator economy

Skills: ETC, EAC development, Resource planning, Reliability, Availability, Maintainability (RAM), Root Cause Corrective Analysis (RCCA), Product Strategy, Monetization, B2B2C Marketplaces, Payment APIs, Conversion Funnels, Personalization, Data Products, Localization, User Segmentation, Marketplace Ops, Commerce Analytics

Projects

Cost Analysis Models for Financial Forecasting

- Evaluated multiple machine learning models to improve cost forecasting accuracy within a $\pm 500,000$ threshold.

Data-Driven Dashboard – Economic Growth Analysis

- Developed an interactive dashboard using Tableau to track India's economic development across 30+ indicators from World Bank data. Conducted temporal and geospatial analysis to identify key growth patterns.

Predictive Analysis and ETL Pipeline

- Designed an end-to-end data pipeline to extract, clean, and analyze machine failure data, improving reporting efficiency. Developed predictive models to proactively identify potential machine failures, aiming to reduce downtime and improve maintenance planning.

Distributed System Application

- Developed a client app to handle all HTTP methods (GET, PUT, POST, DELETE). Built a server app on Tomcat to process these requests using JAX-RS. Managed response data via an HSQLDB database.

Certifications

GTM Strategy, Business Intelligence, Product Analytics, Data Analytics, AWS Technology
Project Management, Lean Six Sigma White Belt, Scrum Fundamentals