

Harsh Suhan

Product Manager

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Summary

Product Manager with experience owning AI-enabled customer journeys and B2B self-service platforms from discovery through launch and iteration. Built products that reduced claims-related customer-support calls by **30%**, cut issue-resolution turnaround time by **15%**, and supported an **INR 200 crore business opportunity** through data-driven, cross-functional execution.

Professional Experience

ACKO Insurance

Bengaluru, India

Junior Product Manager

April 2026 – Present

- Owned the end to end development and launch of an **agentic AI powered claims assistant** across WhatsApp chat, multilingual chat and voice support, and IVR, from customer discovery, journey design, and requirements definition to engineering delivery, launch, success measurement, and iteration.
- Enabled customers to resolve policy and claims queries, track claim status, initiate service actions, and upload pending documents; automated document parsing, validation, and routing, reducing claims-related CX calls by **30%** and streamlining manual claims operations.
- Rebuilt ACKO's **partner-facing SaaS portal**, enabling partners to monitor business growth and financial trends, manage policies and endorsements, track claims, raise new claims, and upload documents on behalf of customers through a unified self-service platform.
- Reduced partners' dependency on Business and Operations teams by providing direct access to policy, claims, and financial workflows, cutting partner and customer issue-resolution turnaround time by **15%**.

Product Intern

June 2025 – March 2026

- Spearheaded the 0 to 1 development of an **all in one insurance product**, enabling a new business line worth over **INR 200 crore** and expanding the company's ability to address new market opportunities.
- Designed and implemented insurance certificate issuance and customer communication workflows within ACKO's internal partner onboarding platform, reducing partner setup time by **25%**.
- Collaborated with Engineering, Design, Operations, Claims, and Business teams to build scalable travel-insurance solutions and streamline internal workflows for policy issuance and claims processing.
- Defined product events and tracking requirements using **Segment and Amplitude**, creating dashboards to monitor customer journeys, feature adoption, drop-offs, and post-launch success metrics.

The VONG Movement

Remote

Project Manager

July 2024 – October 2024

- Led cross-functional teams of **15+ members** across **10+ projects**, achieving a **90% on-time delivery rate** through Agile planning, roadmap management, backlog prioritization, and resource allocation.
- Conducted user research, aligned stakeholders around shared goals and success metrics, and translated customer pain points into execution plans that reduced project costs by **20%** while improving adoption and satisfaction.

DevelopUS

Nagpur, India

Growth & Business Data Analyst

January 2024 – June 2024

- Optimized acquisition funnels through market research, experimentation, and A/B testing, increasing user acquisition by **15%** and reducing customer acquisition cost by **12%**.
- Used Python and SQL to identify customer-behaviour patterns and product opportunities, influencing feature prioritization and roadmap decisions with data-backed recommendations.

Skills

Product Management: Product discovery, user and market research, customer journey mapping, PRDs, user stories, roadmap planning, MVP definition, backlog prioritization, Agile/Scrum, stakeholder management

Product Analytics: Amplitude, Segment, event instrumentation, tracking plans, KPI dashboards, funnel and cohort analysis, A/B testing, SQL, Python

Design & Prototyping: Figma, Miro, Lovable, Replit, Vercel, workflow design, wireframing, rapid prototyping, usability feedback

Technical: API integrations, AI/LLM products, AWS, React.js, Node.js, Tableau

Education

Indian Institute of Information Technology, Nagpur

Nagpur, India

Bachelor of Technology in Computer Science and Engineering

2022 – 2026

Relevant coursework: Data Structures and Algorithms, DBMS, Operating Systems, and Distributed Systems.

Leadership, Awards & Certifications

- NextLeap Product Manager Fellowship | NVIDIA Fundamentals of Deep Learning**
- General Secretary, IIIT Nagpur:** Led **200+ members** and drove **213% growth** in registrations for the institute's flagship technology festival.
- Winner, Designathon, IIIT Nagpur | Runner-up, Plan of Action Competition, NSS IIT Roorkee.**