

PRATEEK RAINA

Technical Product Manager | B2B SaaS | Enterprise Migrations & AI-Native Product Building
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WORK EXPERIENCE

Tractable AI

Jul 2025 - Jun 2026

Technical Product Manager 2

- Owned end-to-end **migration of 5+ enterprise clients** to Tractable's AI claims-processing architecture, owning discovery, PRD authoring, dev coordination, testing & go-live with **zero regression and 100% feature parity**
- Devised phased rollout & cutover strategies for client migrations, **ensuring zero-downtime go-lives across accounts**
- Drove the end-to-end redesign of key input capture app screens with the design team, translating user pain points into UX improvements that **reduced drop-offs by ~30% across critical workflows**
- Developed a Lokalise proxy tool via Claude Code, eliminating the paid seat bottleneck, extending self-serve access to **10+ team members, cutting turnaround from 24+ hours to near-instant**, and **saving ~\$12,000/year** in tooling costs
- Built CSM health dashboards by scoping 50+ data events across 5+ clients for proactive issue detection post migration
- Led UAT and API testing across **5+ enterprise client migrations**, automating **200+ Postman test runs** using Claude Code. Achieved **>90% output match rate** against legacy system results, catching critical blockers before go-live.
- Built an **MCP-powered AI agent** consolidating action items across platforms, saving **~5 hrs/week** in context-switching

Turing

Sep 2024 - May 2025

Independent Product Consultant

- Built a task allocation engine using trainer performance and availability data, **lifting task throughput by 10%**
- Integrated a Digital Adoption Platform to guide new users through key workflows, **improving onboarding NPS by 25%**
- Developed a self-serve portal to fix training gaps, resulting in a 15% drop in ramp-up questions from new hires

American Express India Pvt. Ltd.

Sep 2022 - Jan 2024

Product Owner

- Orchestrated **end-to-end infrastructure migration of the bureau reporting platform across 15+ global markets** from legacy to Cornerstone, optimizing report generation times and **maintaining a 99% on-time file delivery rate**
- Upgraded file transfer protocols from SFTP to REST APIs, eliminating delivery latency to ensure real-time delivery
- Managed the development of high-availability failover mechanisms through strategic feature prioritization, successfully **maintaining zero downtime-incidents** across critical production reporting workflows to maximize core system stability
- Enhanced reporting security by migrating encryption standards to AES-256, eliminating vulnerabilities across workflows
- Led the development of the corrections management system, **cutting correction turnaround time by 7 days**
- Accelerated YoY feature delivery by 20% and sprint velocity by 25%** across global roadmaps; aligning regulatory mandates and feature enhancements through rigorous backlog optimization and dependency resolution

Vedantu

Sep 2021 - Jul 2022

Program Manager

- Managed Mar-Tech unit economics by auditing data pipelines, freeing up event capacity to eliminate data contention while **preventing a 2x cost increase by staying within contract tiers**
- Piloted an automated WhatsApp chatbot, **increasing user engagement by 15pp and inbound sales leads by 5pp**
- Fixed MoEngage data sync issues to ensure accurate user profile tracking, **boosting campaign reachability by 40pp**
- Automated MoEngage customer journeys, **cutting manual campaign overhead by 25%** to boost execution speed
- Executed data-driven A/B testing on user retention loops, optimizing delivery mechanics and notification triggers to achieve a **20% conversion rate uplift**

JCB India Ltd.

Nov 2020 - Aug 2021

Manager

- Developed a sales strategy for the parts vertical, achieving **15% revenue growth QOQ** through pricing optimisation
- Oversaw the development of a business dashboards thereby **reducing the lead time to track sales data by 24 hours**
- Researched across **20+ dealers**; built a business case for Salesforce adoption to improve sales & dealer management

OfBusiness (OFB Tech Pvt. Ltd.)

Apr 2019 - May 2019

Business Development Intern

- Structured a ₹10L bill discounting deal via Oxyzo, enabling procurement through the aggregator arm - OFB Tech
- Initiated ₹60L in bill discounting deals with high-value clients, improving cash flow while expanding the lending book

EDUCATION

MBA, Marketing & IT - FMS, University of Delhi

2020

B.Tech., Computer Science & Engineering - IIT Ropar, Punjab

2018

CERTIFICATIONS

- Certified in Introduction to **Microsoft Dynamics 365** on Coursera, with foundational knowledge of the ecosystem
- Earned the AI Product Manager Certification** by IBM on Coursera, strengthening the AI-led product skills

SKILLS

Product Strategy, Roadmap Planning, Agile Methodology, Scrum, Kanban, Stakeholder Management, KPI Tracking, Prototyping, Data Analysis, API Integration, REST APIs, SQL, CI/CD Fundamentals, Prompt Engineering, Technical Documentation, Event Tracking, JIRA, Confluence, Figma, Lokalise, Postman, Claude Code, MCP Integration, RAG System Design