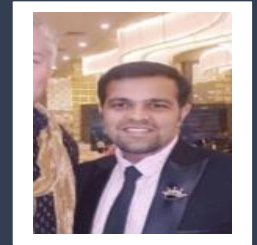


KARUN TAKKAR

12+ Years | MBA (Banking & Finance) | Duke | US Visa (B1/B2)
Product Manager | Analytics | Business | Finance | Healthcare | Leadership

A result-oriented professional looking forward to collaborate with business leaders in order to create positive impact to the business and the society

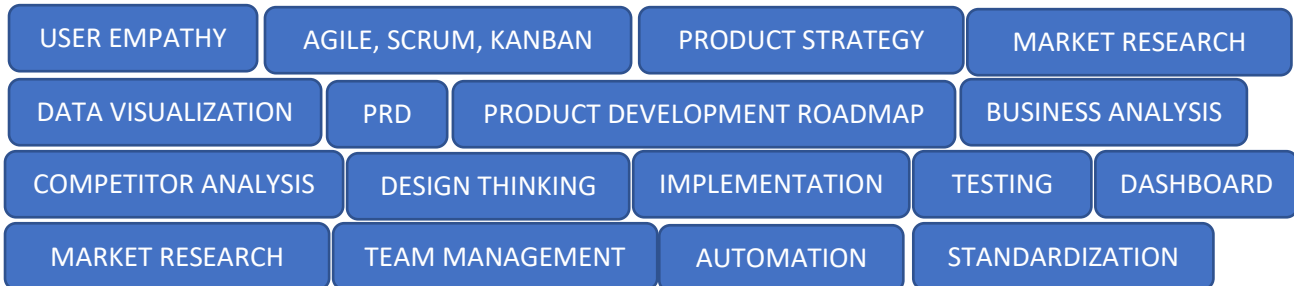


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(+91) 99111 11629

KEY SKILLS



PROFESSIONAL EXPERIENCE

PRODUCT MANAGER | PROVANA INDIA | NOIDA, INDIA | JAN 2020 – PRESENT >>> ANALYTICS & AUTOMATION

- **Leading analytics platform & team** for the US law firm vertical involved in debt collection process
- **Collaborating with tech, product designer, Business Analyst & Sales** teams to work on common goal
- Gathering **requirements, feedbacks** from users and tracking views on reports to **enhance user experience**
- **Onboarding clients** and supervising the complete **implementation cycle** with **agile processes** & methods
- Partnering with external vendors for **enhancing the product features** and **use cases** for clients
- **Planning & executing strategies** to increase the **revenue & profitability** of the product

ACHIEVEMENTS

- ❖ Increased **ARPC by 3x (\$1500 vs \$500)** with revamp of the UX; **redesigned the landing page**, improved the **content relevancy** for user groups, **enhanced visuals**, **integrated** Power BI dashboard into web portal
- ❖ Reduced client onboarding **TAT by 1 week**; **Automated SQL views** creation for client via application
- ❖ Reduced dashboard creation **TAT by 3 days**; standardizing into central repo and templating dashboards
- ❖ Increased **revenue by 20%** by **onboarding 12 new clients** and **leading 51 clients**

PRODUCT MANAGER | SYNEOS HEALTH | GURGAON, INDIA | JAN 2018 – DEC 2019 >>>AUTOMATION

- Automating **invoice raising process, invoice approval** and **receiving faster payments** from clients
- Collaborating with **tech, management, AR & AP** team to **eliminate time & approval inefficiencies**
- Integrated **timesheet approval and AP process with AR** for **automatic invoice generation & e-way bills**
- Gathering **billing requirements & feedbacks** from users for **faster approval & payment process**
- **Negotiated contracts with customers** for faster payments of billable expenses
- **Re-defined project codes** and standardize fees & expense **invoice templates**
- Collaborated with **external vendors (Ariba SAP)** for invoice uploading and quick payment

ACHIEVEMENTS

- ❖ **Conserved cost by 75%** with automating invoice generation, invoice approval & e-way bill process.
- ❖ **Improved quality by 80%**; reduced rejection/rework on invoices
- ❖ **Reduced DSO cycle by 3 days**; faster payment approval process
- ❖ **Conserved cost for 3 FTEs** involved in cash application process

TEAM MANAGER | SYNEOS HEALTH | GURGAON, HARYANA | OCT 2014 – DEC 2017 >>>AR OPERATIONS

- Leading 18 FTE team for raising 1200 invoices (fees & expenses) worth \$110 Mn monthly
- Responsible for hiring, mentoring, coaching, monthly feedback & performance evaluation for team
- Responsible for monthly closing of AR module & dashboard reporting to leadership
- Supervised transition of multiple projects from different onsite locations UK, US & APAC region
- Comply with SOX compliances and support audit & other finance departments.

ACHIEVEMENTS

- ❖ **Conserved cost by 60%** by transitioning all FTE work from US, UK & APAC region
- ❖ **Realized \$2 Mn** invoices stuck in outdated & closed projects from old entity
- ❖ Promoted to AR Supervisor from team leader **within 1.5 years** vs an avg. of 3 years

SUBJECT MATTER EXPERT (SME) | BT SHARED SERVICES | GURGAON, HARYANA | SEPT 2012 – SEPT 2014

- Lead third party transition of AR/AP roles from Tech Mahindra to build inhouse capability
- Responsible for billing invoice to B2B clients for assets, usage bills & one-off charges
- Auditing quality of invoices for the team and reporting team performance
- Preparing detailed standard operating procedure (SOPs)

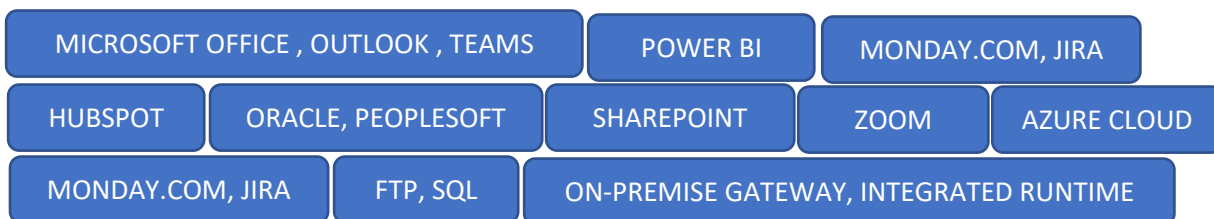
SENIOR ASSOCIATE | WIPRO (FORMER AON) | NOIDA, UP | SEPT 2012 – SEPT 2014

- Reconciling money invested in 401(k) & other DC plans
- Escalating issues to report money being vested in wrong accounts
- Analysis on issues and report aging of the issues to respective departments

EDUCATION BACKGROUND

- ❖ **PG CERTIFICATION IN PRODUCT MANAGEMENT** | DUKE CE | NC, US | FEB 2021
- ❖ **MASTERS IN FINANCE** | SCDL | PUNE, MAHARASHTRA | MAR 2012 – MAR 2014
- ❖ **BACHELOR IN COMMERCE** | DELHI UNIVERSITY | DELHI, INDIA | JUL 2005 – JULY 2008
- ❖ **LEVEL 1 CERTIFICATION (CFA)** | AMERICAN CFA INSTITUTE | US | 2011
- ❖ **ONLINE PRODUCT MANAGEMENT CERTIFICATION** | UDEMY | ONLINE | 2021
- ❖ **FINANCIAL MODELLING & VALUATION CERTIFICATION** | THE WALL STREET SCHOOL | DELHI | 2012

TOOLS



INTERNSHIPS & PROJECTS

- ❖ **CERTIFIED INTERNSHIP ON GOOGLE ANALYTICS** | DIGITAL VIDHYA | DELHI | 2013
- ❖ **COMPETITOR ANALYSIS** | PHARMEASY | ONLINE PHARMACY
- ❖ **BUSINESS MODEL CANVAS & VALUE PROPOSITION** | LYFT | ONLINE CABS
- ❖ **USER PERSONA & USER JOURNEY MAPPING** | ONLINE ROOMMATE FINDING SERVICE
- ❖ **PRODUCT CRITIQUE** | HANGOUT | EXPLORING LOCAL ATTRACTIONS IN NEW CITY