

# Nithish Sampath

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## PROFESSIONAL EXPERIENCE

ICICI Bank Limited

**Senior Product Manager**

April 2024 - July 2024

- Led **product lifecycle** for 19 UPI initiatives including UPI Lite, AutoPay, and Global by managing roadmap planning and execution across monthly sprints. Increased MAU by 11% through improved feature adoption and expanded payment use cases
- Spearheaded end-to-end revamp of **UPI payment system**, resulting in a 15% reduction in transaction drop-offs and a 12% increase in successful payment completions by improving user flow, error recovery, and backend integration

ICICI Bank Limited

**Product Manager**

July 2021 - March 2024

- Streamlined the **standardization** of UI components across three digital platforms by initiating a cross-functional design system, increasing design consistency by 95% and accelerating **design-to-dev** handoff by 30%
- Improved customer **retention** and reduced support tickets by 25% by rewriting the backend error messages and reducing UI response time by 40% and fixed latency issues with API and **UI diagnostics** via Dynatrace
- Achieved a 98% issue resolution rate before launch by writing and validating **5,000+ test cases** using JIRA. Streamlined UAT and CUG testing processes, incorporating automation and API testing with Postman to enhance efficiency and accuracy
- Utilized Figma and canvas tools to create an efficient collaboration system, reducing **feedback iterations** by 50% and optimizing workflow through streamlined communication and advanced design overlays

Minsky Digital Solutions Pvt. Ltd.

**Product Consultant**

March 2023 - May 2024

- Created data-driven **digital transformation** solutions for elected representatives and government agencies, directly impacting over 70+ constituents per district and increasing data accuracy by 30% in administrative processes
- Innovated and deployed 5+ modules for portfolio and constituency management, electioneering, and monitoring systems using data visualization, enabling politicians to track metrics and manage district-wide initiatives, increasing response efficiency by 40%
- Revamped the Fame TN website by implementing **responsive design** elements using JavaScript, and optimizing navigation with **user-centric design** principles and GA insights, resulting in a 25% decrease in bounce rates
- Guided and implemented a conversational chatbot providing tailored **business solutions** for small merchants and SEO integration increased website **visibility by 35%**, resulting in a 15% uptick in site traffic from targeted local searches

Futures First Info Services Pvt. Ltd.

**Product Analyst Intern**

April 2020 - June 2020

- Optimized US crude oil and gasoline futures strategies on Refinitiv, leveraging algorithmic trading to enhance execution speed by 20% and diversify the portfolio, driving improved **risk-adjusted returns**
- Utilized data-driven trading strategies using regression and Monte Carlo simulations to assess market trends, reduce risk exposure, and enhance **decision-making** speed by 25% and fine-tune entries in volatile markets

## PERSONAL PROJECTS

AI Response Trustworthiness Evaluator - Python, GPT-4, LangChain, Streamlit

May 2025

- Deployed a web application leveraging GPT-4 and LangChain's RAG pipelines to evaluate AI-generated responses, assessing **bias**, **hallucination risk**, and **fact confidence**, resulting in a **50%** reduction in unverified claims
- Established a Retrieval QA pipeline with Pinecone vector database to cross-reference user inputs against verified data, resulting in a 40% faster trustworthiness assessment of AI responses

End-to-End Legal Chatbot with QLoRA Fine-Tuning and RAG - LangChain, FastAPI, PyTorch

June 2025

- Improved legal query response relevance by **90%** using a domain-adapted LLM with **contextual retrieval**
- Deployed API-based solution with **feedback loop** and observability, enabling continuous learning from user inputs and reducing inference latency by ~40%

## SKILLS & CERTIFICATIONS

- Tools:** MS Office, Figma, Asana, Zeplin, Jira, GitHub, Azure, AWS, Amplitude, React, Node, Miro, G Suite
- Data & Market Analysis:** SQL, Python, A/B Testing, Google Analytics, Dynatrace, Business Case Developments
- Product Management:** Roadmaps, Feature Prioritization, Customer Engagement, Agile, Go-to-Market Strategy
- Key Courses:** Information Systems, Big Data Infrastructures, Consumer Behavior, Technology Strategy, Project Management
- Certifications:** Google AI Essentials (Coursera), AI for PMs (Pendo), Product Launches Certification (Product School)

## EDUCATION

University of Illinois Urbana Champaign

Illinois, United States

Master of Science in Technology Management, *Specialization: Product Management* | GPA: 3.98/4.00

August 2025

Indian Institute of Technology Madras

Chennai, India

Bachelor of Technology in Naval Architecture and Ocean Engineering | GPA: equivalent to 3.6/4.0

July 2021