

# Nithish Sampath

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Platform Product Manager with 4+ years building payment orchestration systems that process millions of daily transactions. Expert in payment platform architecture, API design, and technical collaboration with engineering teams to deliver scalable, reliable systems. Proven track record driving platform roadmaps that enable business growth across B2B and B2C payment flows. Passionate about building simple, maintainable platforms that power commerce at global scale.

## PROFESSIONAL EXPERIENCE

### ICICI Bank Limited

#### Product Manager II

July 2021 - June 2024

- Led day-to-day execution of UPI payment platform development serving 2M+ global users, managing product backlog prioritization, writing 500+ user stories with acceptance criteria, and coordinating delivery across 4 cross-functional teams
- Spearheaded 19 high-impact UPI initiatives (User journeys, Digital wallets, Auto Pay, Global payments), aligning roadmap and managed complete product lifecycle until launch, increasing MAUs by 11%
- Improved customer retention and reduced support tickets by 25% by rewriting the backend error messages and reducing UI response time by 40% by resolving API latency issues diagnosed through Dynatrace monitoring
- Achieved a 98% issue resolution rate before launch by writing and validating 2,500+ test cases and acceptance criteria on JIRA
- Simplified User Acceptance Testing and Closed User Group testing processes by incorporating API testing with Postman and test automation to mitigate risks in the critical payment processes
- Streamlined the standardization of UI components across three digital platforms by initiating a cross-functional design system, increasing design consistency by 95% and implemented WCAG guidelines for digital accessibility
- Designed and executed 7+ AB tests on payment flows and user onboarding journeys, achieving statistical significance on key metrics including conversion rate improvements of 12% and reduced drop-off rates by 18%
- Utilized Figma and canvas tools to create an efficient collaboration system, reducing feedback iterations by 50% and optimizing workflow through enhanced communication and advanced design overlays

### XMReality

#### Product Consultant Intern

May 2025 - August 2025

- Identified \$2M revenue opportunity by analyzing AR platform market gaps and developed go-to-market strategy for enterprise B2B remote support vertical
- Created strategic recommendations, identifying high-growth verticals and improving client adoption across remote support markets by supporting scalable deployment across enterprise accounts

### Minsky Digital Solutions

#### Program Manager

March 2023 - May 2024

- Led product strategy for consumer-facing platform serving 5,000+ end users across 20+ regional communities, focusing on user onboarding optimization and feature discovery that improved engagement rates by 30%
- Drove customer success initiatives resulting in 20% improvement in data accuracy and 48-hour to 8-hour response time reduction across client implementations
- Designed and optimized user workflows for portfolio management and monitoring features, reducing task completion time by 60% and improving overall platform usability through iterative testing and refinement

### Futures First Info Services

#### Product Analyst Intern

April 2020 - June 2020

- Managed a dynamic trading portfolio of crude oil and gasoline futures by leveraging market research, technical indicators (MACD, Bollinger Bands), and price action strategies, achieving a 30% increase in profitable positions
- Utilized data-driven trading strategies using regression and Monte Carlo simulations to assess market trends, reduce risk exposure, and enhanced decision-making of trades and fine-tuned entries in volatile markets

## COURSE PROJECTS

### Airline Revenue Optimization (Big Data Pipeline, AWS)

May 2025

- Built a real-time data pipeline using AWS (Kinesis, Lambda, Glue, S3, DynamoDB, Athena) to process airline booking data, enabling predictive modeling with SageMaker and dashboards in QuickSight
- Delivered insights on pricing optimization, premium cabin demand (+40%), and high-traffic routes, driving revenue strategy recommendations while flagging anomalies (currency code, pricing outliers)

## SKILLS

- **Product Management:** Cross-functional Program Leadership, Technical Roadmap Development, Stakeholder Alignment, Requirements Documentation, User Story, Product Metrics Analysis, Performance Tracking, Quality Assurance
- **Technical & Analytical:** SQL, Python, Google Analytics, Statistical Analysis, AWS, Postman, Figma, Jira, Confluence, Cloud Infrastructure, System Integration, Performance Optimization, Analytics Framework Implementation, MS Office
- **Certifications:** AI for PMs (Pendo), Product Launches (Product School), Google AI Essentials
- **Key courses:** Information Systems, Big Data Infrastructures, Consumer Behavior, Technology Strategy, Project Management

## EDUCATION

### University of Illinois Urbana Champaign

Illinois, United States

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

August 2025

### Indian Institute of Technology Madras

Chennai, India

- Bachelor of Technology in Engineering | GPA: 3.6/4.0

July 2021