

SHOUMIK GOSWAMI

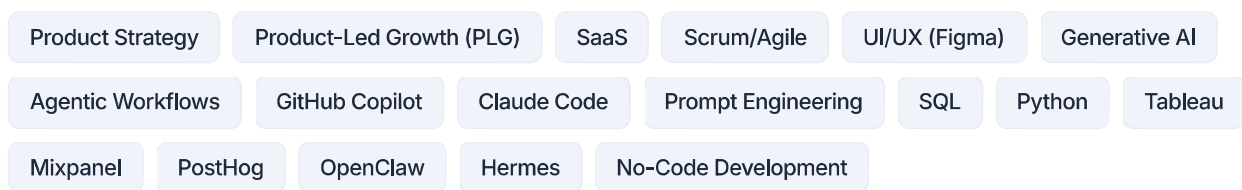
📍 Gurgaon, Haryana, India 📞 +91-9560760099 ✉ shoumikgoswami@gmail.com

🌐 [linkedin.com/in/shoumikgoswami/](https://www.linkedin.com/in/shoumikgoswami/) 🌐 <https://github.com/shoumikgoswami> 🌐 <https://shoumikgoswami.com/>
🖋 <https://medium.com/@shoumikgoswami>

ABOUT ME

AI-First Product Manager with 10 years of experience conceptualizing and scaling B2B SaaS, data analytics platforms, and state-of-the-art Generative AI applications. Proven track record leading multi-agent Gen AI development, scaling platform adoption, and bridging complex technical architectures with high-value business outcomes. Expert in Product-Led Growth (PLG) frameworks, enterprise change management, and delivering multi-million dollar savings through intelligent process automation and digital transformation.

SKILLS & PROFICIENCIES



WORK HISTORY

Product Owner • Fidelity International *(Full-time, Gurgaon)* December 2017 - Present

- **Cost Optimization:** Drive digital communication initiatives for the Client Experience Platform to achieve a projected \$2.7M in savings over 5 years; generated \$1M in actual savings within 9 months by eliminating paper costs and launching advisor self-service preference management.
- **Investment Growth & CX:** Conceptualized a guided onboarding tour and real-time journeys on the investor platform, directly influencing £21M in new customer investments and £9.8M in follow-on investments from existing users.
- **Gen AI Product Leadership:** Engineered an end-to-end "Communication Service Agent" within GitHub Copilot from scratch—architecting a fleet of 75+ agents with 50+ skills across 7 platforms to support 80+ active SDLC team members in accelerating turnaround times and preventing incidents.
- **Enterprise AI Enablement:** Championed Fidelity's AI SDLC enterprise program; mentored and onboarded 80+ global Business Analysts one-on-one and hosted technical webinars for 200+ participants to accelerate enterprise-wide AI adoption.
- **Inclusive Product Initiatives:** Spearheaded the integration of registered sign language capabilities into client documents to improve accessibility and digital equity for vulnerable customers.

Research Associate • S&P Global *(Full-time, Gurgaon)* June 2015 - December 2017

- **Data Architecture:** Developed data preparation (ETL mapping), BI governance, and reporting solutions to align Mutual Fund datasets with investment team requirements.
- **Automation:** Integrated robotic process automation (RPA) tools like UiPath to streamline complex data ingestion, reducing manual troubleshooting and bug resolution times.

Product Lead • AQai.io *(Freelance, Remote)* August 2021 - Present

- **SaaS Evolution & PLG:** Collaborated with the founding team to transform a basic assessment tool into a comprehensive, multi-tenant B2B SaaS platform—architecting enterprise features including membership plans, role-based access controls (RBAC), and end-to-end client management dashboards.
- **Global Scale & Localization:** Scaled the platform to surpass 20,000+ completed assessments globally; spearheaded localization initiatives supporting 7 languages across the application and generated report suites.
- **AI Product Strategy:** Leading the integration of Generative AI capabilities to deliver hyper-personalized assessment feedback, automate dynamic reports, and streamline administrative workflows.

Mentor & Member of Mentor Advisory Board

• Springboard

(Freelance, Remote)

December 2019 - Present

- Career Mentorship & Outcomes: Coached 150+ students from highly diverse technical and non-technical backgrounds (retail, legal, tech, etc.) through the intensive Data Analytics curriculum, successfully guiding 140+ graduates to secure job offers in the field.
- Strategic Curriculum Governance: Appointed to the Mentor Advisory Board to evaluate and optimize the student learning journey; resolved structural curriculum bottlenecks and improved overall mentor-student engagement touchpoints.

Data Science Evangelist

• Datapane

(Freelance, Remote)

December 2020 - November 2021

- Product-Led Growth: Spearheaded growth and developer relations campaigns in collaboration with product engineering to optimize onboarding conversion rates and user acquisition funnels.
- Enterprise Pipeline Strategy: Identified, qualified, and nurtured high-value Sales Qualified Leads (SQLs) to build a robust sales pipeline for the custom Enterprise SaaS offering.
- Technical Evangelism: Created compelling technical content, articles, and product-focused documentation to champion Datapane's analytical capabilities within the developer community.

AWARDS & RECOGNITION

Customer Value Accelerator Q2 2026 (Fidelity International)	2026	Client Retention - Global Platform Solutions Q2 2025 (Fidelity International)	2025
General Counsel 2025 Hackathon (1st Place Winner) (Fidelity International)	2025	Promptathon (Most Unique Prompt Award) (Fidelity International)	2024
Improveathon (3rd Place Winner) (Fidelity International)	2023		

PRO-BONO ENGAGEMENTS

Head of Product Liveai.eu July 2020 - August 2021	
Visiting Machine Learning Engineer deepkapha.ai Jun 2020 - Jun 2022	

CERTIFICATIONS

Producthood APM Fellowship (Producthood)	Jun 2022	Certified Scrum Product Owner (CSPO) (Scrum Alliance)	Aug 2021
Google Project Management Certificate (Google (Coursera))	May 2021		

EDUCATIONAL BACKGROUND

Indian Institute of Management, Ahmedabad Executive Certification in Advanced Business Analytics	2017 - 2018
Amity University, Noida MBA in Finance + B.Tech in Mechanical Engineering (Dual Degree)	2010 - 2015