

SYED JUNAID HUSSAINI

Associate Product Manager | Technical Product Manager

Engineer-turned-PM: 0-to-1 product delivery, AI/LLM products, and funnel, cohort & retention analytics

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SUMMARY

Engineer moving into product management, with 3+ years shipping software end-to-end: 0-to-1 feature ownership as Employee #3 at a Forbes-recognized startup, and requirements-to-resolution ownership across 400+ global enterprise accounts at HPE. Pairs technical depth (full-stack, AI/LLM pipelines, AWS) with product fundamentals — PRD authoring, user research, funnel and cohort analysis, North Star metric definition, and impact-vs-effort prioritization. Seeking an APM/PM role in B2C or B2B where technical fluency and data-driven prioritization drive the roadmap.

CORE COMPETENCIES

- **Product Management:** Product roadmap & lifecycle, PRDs, user stories, user research, personas, funnel & cohort analysis, retention strategy, North Star & guardrail metrics, prioritization (RICE, MoSCoW, impact-vs-effort), A/B testing, MVP scoping, competitive analysis, GTM strategy, stakeholder management, Agile/Scrum, sprint planning, backlog grooming.
- **Tools:** Jira, Confluence, Figma, Notion, Amplitude, Google Analytics, SQL.
- **Technical:** Python, JavaScript (ES6+), React.js, Node.js, SQL/PostgreSQL, REST APIs, AWS Lambda, Git, Bash, LLM pipelines, prompt design, system design.

PRODUCT MANAGEMENT PROJECTS

Funnel Optimisation & Retention Strategy — Zomato (B2C Food Delivery) *Airtribe AI-First PM Cohort*

- Mapped the end-to-end delivery funnel across 7 stages and isolated Cart Creation as the dominant drop-off (est. 27-point conversion loss), attributing it to late-disclosed fee stacking rather than UX friction.
- Segmented users into 6 retention cohorts by order frequency and price sensitivity, validated through structured user interviews, and defined a North Star metric with leading, lagging, and guardrail metrics per solution.
- Prioritized 8 conversion and retention interventions on an impact-vs-effort matrix, specifying the A/B test and survey plan to validate them pre-rollout.

AI Customer Operations Platform Strategy (B2B SaaS, India) *Airtribe AI-First PM Cohort*

- Diagnosed stalled adoption as a positioning problem, not a model problem, and repositioned a standalone AI chatbot into a cross-team Customer Operations Platform with a defensible data moat.
- Sized the opportunity (TAM \$4.8B in 2025 to \$19.6B by 2031; SAM ~\$240M), defined the wedge and land-and-expand motion for 200–1,000-employee companies, and built a phased 3-year roadmap sequencing product, integrations, pricing, and GTM against Zoho Desk, Freshdesk, and Intercom AI.

Personalised Learning Recommendation System — PRD (B2C EdTech) *Airtribe AI-First PM Cohort*

- Authored a full PRD across 3 personas (learner, instructor, admin), converting 3 business objectives (engagement +25%, completion +30%, satisfaction +20%) into 9 prioritized functional requirements and non-functional SLAs.
- Benchmarked 3 competitor discovery models, resolved the core latency-vs-accuracy trade-off, and defined guardrails against optimisation failure modes (catalogue coverage, opt-out rate, notification fatigue) plus a 3-phase rollout.

Campus Notes Sharing Portal — Built & Shipped *Independent Product*

- Shipped a web portal that connected to students' Google Drive accounts and pulled scattered lecture notes into one library, browsable by subject, semester, and course, replacing ad-hoc sharing over chat groups.
- Grew to 200+ weekly active users across campus, iterating on search and tagging based on direct user requests.

PROFESSIONAL EXPERIENCE

Hewlett Packard Enterprise *Bangalore, India* *Infrastructure Systems Specialist* *Mar 2025 – Present*

- Resolved 100+ P1 production incidents at 97% SLA attainment, coordinating across 4 cross-functional teams (engineering, support, account, and field ops) under live outage conditions.
- Led root-cause analysis for 30+ critical enterprise accounts including NASDAQ and Airbus, converting recurring failure patterns into compliance requirements and a risk-ranked fix queue that reduced repeat ticket volume.
- Own technical requirements and escalation decisions across 400+ global enterprise accounts (Microsoft, Nokia, Airbus Defense), translating cross-account telemetry into prioritized upgrade recommendations for customer stakeholders.

Actuals.ai — Founder's Office *Remote (Bangalore, India)* *Product & Systems Engineer (Employee #3)* *Sep 2024 – Feb 2025*

- Owned 0-to-1 delivery of core features at a Forbes 100 Best Startups in India company, running build-vs-cut scope trade-offs directly with founders to hit launch deadlines.
- Lifted Lighthouse performance to 95+ by re-architecting front-end components and state management, cutting load times and increasing onboarding funnel conversion.
- Shipped serverless GenAI token-analytics pipelines (AWS Lambda, PostgreSQL), eliminating 90% of manual processing effort and reducing infrastructure spend 40%, freeing roadmap capacity for customer-facing work.

EDUCATION

Ramaiah Institute of Technology — B.E., Information Science *Bangalore | Aug 2019 – Aug 2023*

Apple Developer Group member (ADG RIT); Organizer, CentuRITon; Tech Finalist, codeRIT (IEEE).

Certifications: Airtribe AI-First PM Cohort; AWS Certified Cloud Practitioner; Google Cloud Infrastructure & AI Operations.