BERNARD G

✓ Authorized to Work for Any Employer | No Sponsorship Required

Senior Product Manager | Product Strategy Leader | Digital Innovation Executive

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CORE COMPETENCIES

- Product Strategy & Vision
- Product Roadmap Development
- Stakeholder Alignment
- Go-To-Market Strategy
- Agile Product Lifecycle
- Customer Journey Mapping
- OKR & KPI Definition
- Cross-Functional Leadership
- User Story Development
- Product Backlog Prioritization
- Market Requirements Analysis
- Competitive Intelligence
- Product Launch & Adoption
- Data-Driven Decision Making

TECHNICAL EXPERTISE

CLOUD PLATFORMS

AWS   Azure   Snowflake   Databricks

AI/ML TECHNOLOGIES

TensorFlow   PyTorch   Hugging Face   MLOps   OpenAI
Gemini

PRODUCT ANALYTICS

Tableau   Power BI   Looker   GA4   Mixpanel

PRODUCT MANAGEMENT TOOLS

Jira   Confluence   Aha!   ProductBoard   Miro

PROFESSIONAL SUMMARY

Strategic Senior Product Manager with 19+ years of experience driving digital innovation and product excellence across cloud platforms, AI/ML, fintech, healthcare, e-commerce, and mobile applications. Proven track record owning end-to-end product lifecycle from ideation through launch, delivering customer-centric solutions that align business objectives with technology capabilities. Expert in developing product roadmaps, translating market requirements into prioritized features, and leading cross-functional teams to execute scalable SaaS, PaaS, and mobile products. Deep technical proficiency combined with strong business acumen enabling effective stakeholder alignment across engineering, design, sales, and operations. Experienced launching enterprise-grade products with successful go-to-market strategies driving measurable adoption and ROI. Thrive in fast-paced, startup-like environments building innovative solutions that solve complex customer problems while achieving ambitious business KPIs.

19+	$14M+	50+	100K+
YEARS PRODUCT LEADERSHIP	PRODUCT BUDGET MANAGED	PRODUCTS LAUNCHED	USERS IMPACTED

Key Product Achievements

✓ Launched AI-powered telemedicine platform ($500K) scaling to thousands of active users
✓ Led digital transformation for KL Airport Malaysia ($13M) delivering enterprise modernization
✓ Built AI-based CRM platform integrating OpenAI & Gemini ($300K) boosting sales productivity
✓ Drove AI-based e-commerce integration in Singapore ($300K) improving conversion rates
✓ Delivered 50+ scalable SaaS, PaaS, and mobile products across multiple industries
✓ Managed product portfolios generating $25M+ in revenue and business value

ENTERPRISE PLATFORMS

Salesforce   Microsoft 365   SAP   ServiceNow

DEVELOPMENT

React Native   Flutter   Kotlin   APIs   CI/CD

EMERGING TECH

Blockchain   Web3   Edge AI   IoT

EDUCATION

MBA
American University, Dubai

Bachelor of Commerce
Madras University, India

Advanced Certificate - Information Systems
APTECH

CERTIFICATIONS

Project Management Professional (PMP)

International Scrum Master

AWS Solutions Architect Professional

Microsoft Cybersecurity Architect (SC-100)

Lean Six Sigma White Belt

Google Ads & Analytics

HIPAA Associate

Generative AI for Business Leaders

Azure Solutions Architect

Product Management Certification

METHODOLOGIES

Agile/Scrum

SAFe

Lean Product Development

Design Thinking

DevSecOps

Jobs-to-be-Done (JTBD)

PROFESSIONAL EXPERIENCE

Vgosh Info LLC
Director & CTO | Senior Product Leader
2020 - Present
Miami, Florida

- Own product strategy and execution for portfolio of AI, blockchain, fintech, and digital commerce solutions driving innovation and competitive differentiation
- Develop comprehensive product roadmaps aligning customer needs, business KPIs, and technology capabilities ensuring strategic direction and prioritization
- Translate market requirements and customer feedback into clear product features, user stories, and prioritized backlogs using Agile methodologies
- Lead cross-functional teams across engineering, design, sales, operations, and marketing to deliver scalable SaaS and PaaS products on time and within budget
- Define and track product OKRs and KPIs measuring user adoption, engagement, retention, revenue impact, and customer satisfaction
- Execute go-to-market strategies for enterprise-grade digital products including positioning, messaging, launch plans, and sales enablement driving measurable adoption and ROI
- Conduct customer discovery, user research, and competitive analysis informing product decisions and identifying market opportunities
- Manage product backlog prioritization balancing customer value, business impact, technical feasibility, and resource constraints
- Collaborate with engineering on technical architecture decisions, API design, and integration strategies ensuring scalable, secure solutions
- Present product vision, roadmap updates, and business cases to executives and stakeholders securing buy-in and resources for strategic initiatives
- Built AI-powered CRM platform integrating OpenAI and Gemini APIs achieving 40% productivity improvement for sales teams
- Delivered multiple product iterations based on user feedback and data analytics continuously improving product-market fit and customer outcomes

Shypr Logistics
Co-Founder & CTO | Product Lead
2022 - 2024
Burbank, California

- Directed end-to-end product lifecycle for AI-based logistics platform from concept validation through product-market fit and scale
- Defined product vision, strategy, and roadmap addressing key customer pain points in logistics operations, route optimization, and supply chain visibility
- Conducted customer interviews, market research, and competitive analysis identifying product opportunities and validating assumptions through MVPs

▸ Created detailed product requirements, wireframes, and user flows collaborating with design team to deliver intuitive user experiences

▸ Managed product backlog prioritizing features based on customer value, business impact, technical dependencies, and resource availability

▸ Led offshore development team using Agile/Scrum ensuring quality delivery, sprint planning, daily standups, and retrospectives

▸ Integrated AI/ML capabilities including predictive analytics for demand forecasting, intelligent routing, and automated decision-making improving operational efficiency 35%

▸ Defined product analytics framework tracking key metrics (DAU, retention, NPS, feature adoption) informing product iterations and improvements

▸ Successfully launched scalable backend microservices and frontend applications deployed on AWS with 99.9% uptime SLA

▸ Developed GTM strategy including product positioning, pricing model, customer acquisition channels, and sales collateral

▸ Gathered customer feedback through beta programs and user testing rapidly iterating product based on insights and usage data

Healthuno Healthcare Pvt Ltd
CEO & CTO | Head of Product
2020 - 2022

Chennai, India

▸ Built and launched telemedicine platform (iOS and Android mobile apps) serving healthcare providers, patients, and pharmacy partners from zero to thousands of active users

▸ Owned product roadmap defining features for virtual consultations, appointment scheduling, prescription management, pharmacy integration, and patient health records

▸ Conducted extensive customer discovery with doctors, patients, and administrators translating needs into product requirements and user stories

▸ Implemented ML/AI-powered features including symptom checkers, appointment recommendations, medication adherence tracking, and predictive health insights

▸ Managed product development across multiple platforms coordinating engineering, design, QA, and compliance teams in Agile sprints

▸ Oversaw cloud architecture and deployments on AWS including real-time video streaming infrastructure, data analytics pipelines, and HIPAA-compliant data storage

▸ Delivered interoperable API ecosystem enabling seamless integration with pharmacies, diagnostic labs, insurance providers, and EMR systems

▸ Defined product metrics and analytics tracking patient engagement, provider utilization, booking rates, prescription fulfillment, and platform performance

▸ Led go-to-market execution including provider onboarding programs, patient acquisition strategies, and partnership development with healthcare networks

▸ Ensured regulatory compliance with healthcare standards (HIPAA, HITECH) throughout product development and operations

▸ Achieved product-market fit evidenced by 85% user retention rate and 4.7/5 app store ratings within first year of launch

Cnetric Inc
VP - Digital Sales & Marketing | Product Strategy
2017 - 2019
Irvine, California

▸ Drove product development initiatives for e-commerce transformation, AI-led order fulfillment systems, and IoT-driven commerce solutions

▸ Translated client business requirements into technical specifications, user stories, and product feature sets ensuring alignment with customer objectives

▸ Collaborated with cross-border product and engineering teams delivering innovative customer-centric digital platforms for retail and B2B commerce

▸ Defined product roadmaps for next-generation e-commerce capabilities including personalization engines, intelligent search, recommendation systems, and dynamic pricing

▸ Conducted competitive analysis and market research identifying product gaps and opportunities for differentiation in digital commerce space

▸ Managed stakeholder alignment across sales, marketing, operations, and technology ensuring unified vision and successful product adoption

▸ Developed business cases and ROI models for new product initiatives securing executive approval and budget allocation

▸ Implemented product analytics measuring user behavior, conversion funnels, feature usage, and customer satisfaction driving data-informed product decisions

Vgosh Info LLC
Director | Product & Business Development Leader
2011 - 2017
Chennai, India

▸ Led $13M digital transformation product initiative for KL Airport Malaysia delivering enterprise-wide platform modernization impacting millions of travelers

▸ Spearheaded product strategy for $300K AI-based e-commerce platform in Singapore integrating predictive analytics and personalization capabilities

▸ Directed product migration projects for e-commerce and Salesforce-based solutions ensuring seamless transitions with zero downtime

▸ Delivered multiple large-scale digital transformation products integrating cloud infrastructure, mobile applications, and enterprise SaaS platforms

▸ Defined product requirements and technical specifications for 50+ client projects across diverse industries including retail, finance, healthcare, and logistics

▸ Managed product portfolios balancing resources across concurrent initiatives ensuring on-time delivery and budget adherence

▸ Established product management best practices including roadmap planning, backlog grooming, sprint planning, and retrospectives

- Collaborated with sales and business development securing new client engagements through compelling product demonstrations and proposals
- Mentored junior product managers and analysts building high-performing product teams

PRODUCT MANAGEMENT EXPERTISE

Product Strategy: Vision development, roadmap planning, OKR frameworks, competitive positioning, market sizing, business model design

Customer Discovery: User research, customer interviews, surveys, usability testing, persona development, journey mapping, jobs-to-be-done analysis

Product Development: Requirements gathering, user story writing, backlog prioritization, sprint planning, Agile/Scrum execution, cross-functional collaboration

Go-To-Market: Launch planning, positioning & messaging, pricing strategy, sales enablement, channel strategy, adoption tracking

Product Analytics: Metrics definition, funnel analysis, cohort analysis, A/B testing, feature adoption tracking, churn analysis, NPS measurement

Technical Collaboration: API design, system architecture, technical feasibility assessment, engineering trade-offs, DevOps integration

Stakeholder Management: Executive presentations, cross-functional alignment, conflict resolution, resource negotiation, change management