

Arun T S

Chennai, India | +91 7358747323 | tsarun1989@gmail.com | [linkedin.com/in/ts-arun](https://www.linkedin.com/in/ts-arun) | tsarun.com | github.com/tsarun

SENIOR PRODUCT MANAGER | AI, FINTECH, BANKING & TELECOM | B2B & B2C

16+ Years Experience · 12+ Years in Product Delivery and Ownership · 8+ Years as Product Owner / Product Manager ·
Chennai, India · Immediate Joiner · Open to Product, Services & Consulting Firms

PROFESSIONAL SUMMARY

Senior Product Manager with 16+ years across Telecom, Fintech and Banking, including 12+ years in product delivery and ownership (8+ as Product Owner / Product Manager). At Verizon India, built and scaled two production AI platforms at once: a B2C conversational AI chatbot serving 8.3M+ retail customer sessions at 89% CSAT, and a B2B GenAI Agent Assist Platform used daily by 2,000+ contact-centre agents to cut Average Handling Time by 35%. Both shipped to production, not piloted. Hands-on individual contributor with my own KPIs and goals, leading a cross-functional squad and guiding, coaching and onboarding Product Owners and junior PMs across other squads (indirect, no reporting line). Experienced in orchestrating end-to-end retail customer journeys. Fintech and banking domain runs deep: payment certifications at FIS Global, a USD 15M digital banking platform at HCL. SAFe 6 POPM, CSPO, Anthropic AI Fluency and Google AI certified.

WORK EXPERIENCE

AI Product Manager — Generative AI and Conversational AI Platform

Verizon India · Oct 2024 – Jul 2026 · Chennai, India · Own cross-functional squad of 6–8; guided POs and Junior PMs (indirect)

- **B2C — Customer Assist Chatbot:** Owned and scaled a conversational AI chatbot on Google CCAI for retail and contact-centre customers: 8.3M+ sessions, 89% CSAT, 79% deflection rate, 72% containment rate, 12.2% reduction in call-in ratio.
- Built a product utilisation dashboard myself using Claude Code, integrating usage and performance data from Google CCAI and GCP directly, to track adoption and KPI trends in near real time.
- **B2B — Agent Assist Platform:** Built and owned a GenAI platform for retail contact-centre agents (LLMs, agentic AI workflows, RAG pipelines) serving 2,000+ agents daily. 35% AHT reduction, 85%+ user confidence, 18% response quality improvement.
- Designed AI evaluation frameworks (offline golden-dataset validation and online production monitoring) to cut hallucination rate and lift model accuracy across both platforms.
- Led GenAI integration across enterprise data sources: chunking strategy, vector retrieval logic, confidence thresholds, data governance policy.
- Co-built an AI-powered user story generation tool using Gemini, cutting story creation time by 90%; adopted organisation-wide.
- Set OKR and KPI frameworks connecting AI model behaviour to operational performance; built business cases for proactive AI features targeting sales conversion and call-in reduction.
- **Guidance and onboarding:** Led a cross-functional squad of 6–8 across engineering and product, while guiding and coaching Product Owners and Junior PMs and onboarding new product team members into the Verizon ecosystem (indirect, no reporting line), with my own KPIs and goals.

Lead Product Owner — CX Platform and Digital Services Suite

Verizon India · Jul 2021 – Oct 2024 · Chennai, India · Own squad; indirectly guided 4 Product Owners across 3 other squads

- Owned hands-on product strategy and delivery for my own squad while indirectly guiding 4 Product Owners across 3 other squads on prioritisation and delivery quality; drove 75% automation of customer touchpoints within two delivery cycles.
- Troubleshoot platform migration from legacy infrastructure to an enterprise workflow platform in real time, resolving cutover and data-integrity issues; delivered on time, zero operational disruption, 30% less manual processing effort.
- Mentored and onboarded new Product Owners into the Verizon ecosystem (architecture, stakeholder landscape and delivery rituals), shortening ramp-up time for new hires.
- Orchestrated end-to-end customer journeys and owned case management for retail journey edge cases (exceptions, escalations and dispute flows), integrating voice automation to cut agent-handled queries by 25%.
- Grew platform scope from 40% to 100% coverage of customer touchpoints within three quarters; governed backlog across three Agile squads under SAFe at 90%+ sprint velocity.
- Ran competitor analysis informing the product roadmap, identifying three high-impact feature gaps and seeding two new product initiatives.

Product Owner — Digital Banking and Lending Platform

HCL Technologies · Feb 2018 – Jul 2021 · Chennai, India | Sydney, Australia (Onsite) · Banking & Fintech

- Led a cross-functional agile squad as Business Analyst and then Product Owner. Promoted to Product Owner on a USD 15M Green Loan digital banking platform for Commonwealth Bank of Australia; delivered on schedule across two geographies with full regulatory compliance.
- On-site product anchor in Sydney, bridging offshore engineering in India with onshore business stakeholders; cut cross-team miscommunication incidents by 60%.
- Onboarded, coached, mentored and trained all intern Business Analysts and Product Owners across the account and the HCL BA practice ecosystem, including 10 interns taken to independent delivery within 90 days.

- Led REST API integration strategy for loan origination, credit decisioning and disbursement workflows; cut integration support tickets by 40%.

Product Implementation Analyst — Payments and Cards

FIS Global · Mar 2016 – Feb 2018 · Chennai, India · Banking & Fintech

- Owned payment product delivery for Citibank Global as the primary product interface for US-based stakeholders across debit card and ATM transaction processing programmes.
- Directed Visa, Mastercard and China UnionPay certification programmes with zero failures across US, India, Singapore and APAC markets, processing 2M+ card transactions post-certification.

Onsite Implementation Manager — Payments and Cards

Betamonks Technology Factory · May 2014 – Mar 2016 · Manila, Philippines | Singapore · Banking & Fintech

- Delivery lead (no reporting line) for a cross-functional team of 5 across developers, QA, integrators and technical operations; delivered Contactless EMV, cardless ATM, and Visa/Mastercard certifications for Southeast Asian banking clients.

Early Career — Software Engineer / Requirement Analyst and Support Engineer

Zylog Systems and Suntech Systems · Jun 2010 – May 2014

KEY ACHIEVEMENTS

- **B2C Customer Assist Chatbot:** 8.3M+ sessions · 89% CSAT · 79% deflection · 72% containment (Verizon India)
- **B2B Agent Assist Platform:** 35% AHT reduction · 85%+ user confidence · 2,000+ agents daily (Verizon India)
- **USD 15M Green Loan platform:** delivered on schedule with full compliance (HCL, Commonwealth Bank of Australia)
- **Zero certification failures** across Visa, Mastercard and China UnionPay (FIS Global)

CORE COMPETENCIES

- **Generative and Agentic AI:** Generative AI · LLMs · Agentic AI · RAG Pipelines · Conversational AI · NLP · Prompt Engineering
- **AI Quality and Governance:** AI Evaluation Frameworks · Data Governance
- **Product Management:** B2C and B2B Product Management · AI Product Strategy · Product Roadmapping · Product Discovery · PRD and User Story Writing · Backlog Management · OKR and KPI Frameworks
- **Domain and Platforms:** Digital Banking and Payments · Enterprise SaaS · REST API Product Management
- **Agile and Leadership:** Product Owner · SAFe 6 Agile · Scrum · Stakeholder Management · Cross-Functional Delivery · Squad Leadership · Mentoring and Coaching
- **Tools:** JIRA · Confluence · Figma · Google CCAI · Gemini · Claude Code · Python (Functional)

EDUCATION

Bachelor of Technology (B.Tech), Information Technology · Anna University, Chennai, India · 2006 – 2010

CERTIFICATIONS AND CREDENTIALS

- SAFe 6 POPM (SAFe Product Owner and Product Manager) — Scaled Agile, Inc.
- Certified Scrum Product Owner (CSPO) — Scrum Alliance
- Anthropic AI Fluency: Framework and Foundations · Anthropic Claude 101 — Certificate ID: 7umtj5tazqcw
- Google AI Certified
- McKinsey Leadership Accelerator — McKinsey and Company
- AI Unlocked — Verizon

RECOGNITION, LEADERSHIP AND MENTORING

- CXO Award — Creative Excellence, Verizon India 2024, recognised at executive leadership level for product innovation and creative excellence.
- Spotlight Nomination — Process improvement and delivery excellence, Verizon India.
- Mentor — Mentor ToGo (engineering graduates), Women on Tech (career returners), and the 'AI for PMs' cohort on Airtribe (aspiring and early-career Product Managers).
- Builds personal AI tooling using Claude Code, Claude and Gemini; portfolio site (tsarun.com) features a self-built AI chatbot and interactive architecture diagram.