



# Pankaj Kumar

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16+ years in **Product Management** including 5+ years leading teams, specializing in developing & scaling **AI-driven B2B & B2C platforms, Advisor & Speaker**, 10+ years leveraging **AI/ML & data** to boost user engagement, retention & revenue

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**Software Engineer for 5 years**  
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**International MBA • Computer Science Engineering from IIT**

## Work Experience

### 🏥 Eye-Q Hospitals

Chief Product & AI Officer

Dec 25-Present

Location: India

Deploying & orchestrating **AI agents** at scale to redefine the healthcare journey for **10 million patients** in **35+ hospitals** across **2 continents**.

### 🎬 Krishna Margh; Bollywood Rewind

Founder & Creator

Apr 25-Present

Founded and scaled two YouTube channels using **100% Gen-AI music and video**, reaching **20K+ monetized subscribers** in 2 months and generating **1M+ views/plays** from **500K+ viewers**. Built **end-to-end AI-driven content pipelines** for scripting, audio generation, video production, and publishing.

### 📖 Adda Education

Head of Product, Design, Analytics and AI

Jul 24-Mar 25

Location: Remote

Led a **50+ member cross-functional team** to deliver **2X revenue growth** and **12% cost reduction** by embedding **AI & GenAI** across **6 brands** under Adda umbrella (Adda247, Career247, StudyIQ, PrepInsta, Ekagrata & Veeksha)

### 🔴 Reddit

Group Product Manager

Aug 22-May 24

Location: Seattle

Lead a team of 3 Staff PMs to build Reddit chat from 0 to 50m MAU. Responsible for strategy, Go-to-Market & scaling using AI/ML & Gen AI.

### 🏢 Microsoft

Senior Product Manager

Oct 18-Aug 22

Location: Vancouver

Built 'Share/Present to Microsoft Teams'. Growth hacked Teams to enable seamless **chat between Teams app users, SMS users & Email users**. Led to **1m new users per month**. Building **Together mode, Raise Hand, Custom Reactions & frictionless create & join Meeting** ('Meet Now').

### ✈️ Expedia.com; Trivago.com

Senior Product Manager

Oct 15-Jul 18

Location: Dusseldorf

**Product:** Responsible for envisioning, implementation & launch of a **new Line of Business (Rails)** across all platforms including **Android & iOS**; Responsive web & e-mails; Worked on **Hotel Price Prediction** using **Machine Learning**; **Hotel Price Calendar**; **Intelligent alternate date, hotel recommendations**; Built chatbots for **Alexa, Slack & Facebook** using **api.ai & wit.ai**

### 📺 Times Internet Ltd (Gaana.com)

Product Manager

May 11-Oct 15

Location: Gurgaon

Built Music **Recommendation Engine**; Implemented **Mobile Apps, WAP Site & Social Media** strategy; Implemented **FB Login** for activation of new users Facebook music & artist likes; Built OTT music downloads, **Gamified Loyalty** Wallet programs; Revamped **customer's pre, checkout flow & post order experience**; **User level Personalization**; Implemented **Cart-Dropout e-mail**

### 🏢 IBM India Software Labs

System Software Engineer

Jun 08-Oct 10

Location: Bengaluru

R&D of '**IBM eDiscovery**'; an **Enterprise Content Management (ECM)** based on **Java/J2EE** technologies. Lead a team of 2 for architecting & development of BVT (Build Verification Testing) to ensure 100% functionally verified builds.

### 🏢 Manhattan Associates

Software Engineer

Jul 06-May 08

Location: Bengaluru

Part of the core R&D team; Built APIs using Java/J2EE; Owned 'Universal Common Login', a '**Single Sign On**' app for all Manhattan Associates products.

## Education

MIT, USA

Jan 18 - Mar 18

- **Artificial Intelligence:** Implications for business strategy

IE University, Spain Nov 10 - Dec 11

- **International Full Time MBA**
- Specialization in Information Systems and Strategy.
- Member of the **BETA GAMMA SIGMA** Honor Society

IIT Roorkee, India

Jul 02 - Jul 06

- **B. Tech.** in Computer Science and Engineering

## Awards & Certifications

### AI & Machine Learning

- eDX "Principles of Machine Learning" Certified
- eDX "Introduction to Artificial Intelligence (AI)" Certified

### Emerging Technologies

- Virtual Reality Foundations, Virtual Reality Overview for Developers, Mixed Reality Development Fundamentals, Learning VR Photography and Video, App Development for Microsoft HoloLens

### Analytics & Growth

- Google Analytics Certified, Google Mobile Sites Certified, Google AdWords Search Certified, Google AdWords Display Certified, Google AdWords Video Certified, Google AdWords Shopping Certified, Google AdWords Mobile Certified

### Awards

- Honored with Beta Gamma Sigma (BGS) for being among the top 5% in IE University (Rank 20 out of 420)
- Received 2 times "Thanks Awards" at IBM and 2 times "Peer Bonus" at Trivago