

Contact

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Top Skills

Gen AI

Use Cases

Storytelling

Languages

Bengali (Elementary)

English (Native or Bilingual)

Hindi (Native or Bilingual)

Certifications

Oracle Cloud Infrastructure Foundations 2021 Certified Associate

Introduction to Large Language Models

User Stories for Agile Scrum +Product Owner+Business Analysis

Process Improvement

Getting Started with Data Analytics on AWS

Rahul Shaw , IIM-I , PSPO

AI Product Manager @Capgemini Invent | Building Agents | BA/PO | Algo Retail & CPG | Digital IT | Gen/Agentic AI | COE Agile PM | ConsumerGoods | Q & E Commerce B2B | SCM | IBM OMS | BY | IIM Indore | Ex TCS | Wipro

Bengaluru, Karnataka, India

Summary

Seasoned AI Product Manager/ Consultant, Business Analyst/ Product Owner with 7 years of experience driving digital transformation, product innovation, and operational excellence across Retail, FMCG, Luxury Fashion, E-commerce, and Supply Chain domains. Currently working as a Senior Consultant – Product Management at Capgemini Invent (Retail & CPG), leading product strategy, business consulting, and enterprise transformation initiatives for global organizations. Passionate about building scalable, customer-centric products that solve complex business challenges while delivering measurable business value. Experienced in managing the complete product lifecycle—from ideation and roadmap planning to launch, adoption, and continuous optimization. Core expertise in Supply Chain Management (SCM), Unified Commerce, Order Management Systems (OMS), Product Management, Business Analysis, and Agile Delivery. Skilled at bridging business and technology teams to translate strategic goals into impactful solutions.

What I Bring to the Table

- End-to-end Product Ownership, from discovery and strategy to delivery and optimization.
- Product Strategy, Roadmap Planning, Backlog Prioritization, and Agile Delivery.
- Strong stakeholder management and cross-functional leadership.
- Deep expertise in Retail, E-commerce, Supply Chain, Unified Commerce, and OMS.

Professional Highlights

- Led multiple engagements from concept and discovery through successful execution and delivery.
- Worked with Fortune 500 clients across Retail, E-commerce, Telecom, Automotive, Luxury Fashion, and Consumer Goods sectors.
- Delivered initiatives in OMS modernization, Unified Commerce, Sustainability, Program Management, and Product Transformation.
- Recognized for relationship management, stakeholder engagement, and delivering business value.

Education

- Executive PG Certificate in Strategic Management – IIM Indore

Tools & Technologies - JIRA,

Confluence, IBM Sterling OMS, SQL, MS Excel, PowerPoint, WordMethodologies - Agile (Scrum/SAFe), Waterfall, Design ThinkingSpecializations - Product Management, Product Ownership, Business Analysis, Digital Transformation, Process Consulting, Agile Delivery, Workflow Design, Documentation, and Strategic Consulting.A unique blend of Product Management, Consulting, and Business Analysis experience, helping organizations build scalable products, optimize operations, and accelerate digital transformation.Open to connecting with professionals & organizations focused on product innovation, customer experience, and business transformation.

Experience

Capgemini Invent

Senior Product Consultant

July 2025 - Present (1 year 2 months)

Bengaluru, Karnataka, India

Product Development, Business Analysis, Process Improvement, Agile Transformation & Digital Automation across Consumer Retail, CPG, E-commerce & Supply Chain.

Connect business requirements with technical teams, translating complex needs into actionable solutions while ensuring seamless delivery alignment

Map AS-IS/TO-BE processes using APQC, SCOR, BPMN frameworks while identifying inefficiencies and implementing industry best practices

Collaborate on RFP responses, develop go-to-market strategies, create service offerings, and build reusable accelerators/templates

Manage multiple projects under tight deadlines while steering initiatives with senior leadership and cross-functional teams

Wipro

11 months

Product Owner

January 2025 - July 2025 (7 months)

Bengaluru, Karnataka, India

Managing product backlog

Defining the product vision

Foster collaboration between development team and other stakeholders

Helping the scrum/product development team achieve each sprint's goals.

Transforming Business Support Systems and associated Quality Assurance to enable superior customer experience and growth in the B2B market segment.

Developing state-of-the-art digital Business Support platforms for a German Multinational Mobile Telecommunications

Product Business Analyst

September 2024 - July 2025 (11 months)

Bengaluru, Karnataka, India

- Collaborate with business stakeholders to define and design business processes aligned with industry best practices
- Develop business capability maps and roadmaps
- Analyze and translate business requirements into technical solutions within technology platforms
- Design and implement solutions that enhance business processes and drive operational efficiency
- Conduct gap analysis and provide recommendations for process improvements
- Maintain product backlog with user stories, ensuring alignment with development efforts for upcoming sprints
- Develop training materials and lead user training sessions
- Stay up-to-date with industry trends and best practices, while leveraging my expertise in CRM functions like Sales, Service, Marketing, and Commerce
- CRM Technology - Salesforce / MS Dynamics / SAP CRM / Oracle CRM / Adobe

Tata Consultancy Services

2 years 4 months

Functional Business Analyst - Retail Digital Commerce

January 2024 - September 2024 (9 months)

Pune, Maharashtra, India

Gathering market intelligence about the competitor products and prospective clients.

Support, requirements, data gathering for use cases, preparation of materials for vendors.

Coordinating with the Business and Technology teams of the client to define the product requirements.

Define the problem based on briefing provided by the Lead/research
Develop a consulting methodology & an analysis template
Provide inputs for RFI, RFP, approach notes, etc.
Supporting RFX with the Functional Inputs.
Conceptualizing next generation Digital Applications for retailers.
Certified in BlueYonder - Commerce Micro Services Omnichannel Order Management

Business Analyst Retail Digital Commerce
June 2022 - September 2024 (2 years 4 months)
Mumbai, Maharashtra, India

Role Purpose: To assist with analysis of trends, customer scenarios and generate business focussed reports & to specialise in requirements gathering and to analyse the same, in respective areas.

Daily Task:

Creating and maintaining the product backlog, which contains a prioritized list of user stories.

Collaborating with stakeholders to gather requirements and ensure alignment with business goals.

Prioritizing and refining items in the product backlog.

Participating in Scrum ceremonies (sprint planning, daily stand-ups, sprint review, and sprint

retrospective) to guide the development team.

Ensuring the development team has a clear understanding of the product requirements.

As Business Analyst

1. OMS Implementation for multi brand and region at a leading Fashion Retailer chain based out of Europe.
2. Catalog Conversion for leading retailer dealing in distribution of automotive parts.
3. Requirement gathering and analysis for leading retailer dealing in distribution of automotive parts.

Business Analyst - Catalog Conversion
September 2023 - January 2024 (5 months)
Pune, Maharashtra, India

Worked on Catalog conversion project for a Global service organisation engaged in the distribution of automotive parts.

Responsible for delivering use cases for catalog conversion.

Creating and maintaining the product backlog, which contains a prioritized list of user stories.

Collaborating with stakeholders to gather requirements and ensure alignment with business goals.

Product Owner Sterling OMS

March 2023 - August 2023 (6 months)

Mumbai, Maharashtra, India

As a Product Owner, I excel at setting, prioritizing, and accepting the work generated by a team to ensure the most valuable and accurate functionality of the product. My expertise lies in developing scopes and defining backlog items that guide the scrum team, drafting key objectives and results, and applying data to make sound business decisions. With a strong background in Agile practices, Lean Startup, and new technology trends, I collaborate with partners during the visioning and concept development of a product.

- OMS Implementaion for a Luxury Lifestyle Brand.

Reliance Retail

Senior Key Account Executive

October 2021 - May 2022 (8 months)

Gurugram, Haryana, India

- Playing an integral role in new business pitches & holding responsibility for effective on-boarding of new clients & building JioMart B2B.
- Strategic Consulting, including Business planning & Sales strategy development.
- Focusing on growing and developing existing clients, together with generating new business
- Develop a trusted advisory relationship with accounts , customer stakeholders & internal partners.
- Prepare & guarantee monthly, quarterly & annual sales forecasts.
- Ensuring availability of stock by - stock alingment with commercial.
- Follow ups on picking , billing , packing & delivery of materials to the customers from Warehouse & SDP points.
- Work with Key Accounts , Operations & Commercial to ensure sales / profit , target is achieved.
- Responsible for customer basket analysis (retention portfolio).
- Respond promptly with efficient & effective feedback to every customer enquires & work with all concerns.

- Deal directly with customers together with Warehouse operations or commercial either by telephone or e-mail majority method or by face to face occasionally , to resolve customer issues or to increase customer satisfaction.
- Objective setting for the team keeping the growth opportunity, market realities and caliber of the Team
- Analyze competition actions to spot market trends and formulate/alter our direction strategy
- Timely roll-out of New Launches
- May perform any other duties as assigned by Management.

LOTS Wholesale Solutions

Key Account Manager (Siam Makro Thailand)

August 2019 - September 2021 (2 years 2 months)

Noida, Uttar Pradesh, India

Supervisor- Services

- Operate as the primary point of contact of key account stakeholders.
- Develop a trusted advisory relationship with accounts , customer stakeholders & internal partners.
- Prepare & guarantee monthly, quarterly & annual sales forecasts.
- Ensuring availability of stock by - stock alignment with commercial.
- Follow ups on picking , billing , packing & delivery of materials to the customers.
- Work with Key Accounts , Operations & Commercial to ensure sales / profit , target is achieved.
- Responsible for customer basket analysis (retention portfolio).
- Coordinate with Store Operations Team SGM, CDM, CDO, ASGM , Section Managers to ensure effective communication / transaction of customer agreement & expectation for 100% customer satisfaction.
- Respond promptly with efficient & effective feedback to every customer enquires & work with all concerns.
- Deal directly with customers together with store operations or commercial either by telephone or e-mail majority method or by face to face occasionally , to resolve customer issues or to increase customer satisfaction.
- May perform any other duties as assigned by Management.

Tata Motors

Operations Management Intern SCM

May 2018 - July 2018 (3 months)

Lucknow Area, India

Operations Management Trainee

Department : SCM (Warehousing & Logistics)

Project Title : Study and Designing of Shop Layouts for Man & Material Handling and Vehicle Movement.

Key Learning's:

1. SCM Warehousing Operations like Material Handling technique & designing of layouts for shop floors.
- 2.Process of receiving goods from different suppliers like OMAX, Mothersun,etc.
3. Kitting Process, KAIZEN implementation observation, WCQ.

Infoseek Software Systems (Brand of My5 Technologies Pvt. Ltd.)

Software Development Intern

June 2016 - July 2016 (2 months)

Lucknow Area, India

My responsibilities include website development

Education

Indian Institute of Management, Indore

PG Certificate Program in Strategic Sales Management, Strategic Management · (November 2021 - May 2022)

Curious PM

Certificate, AI Product Strategy & Build Lab · (August 2026 - October 2026)

1% Club

Personal Finance, Stock Market Mastery Finance · (November 2024 - December 2024)

Institute of Management Studies (IMS) Ghaziabad - Business School

PGDM, Marketing & Operations Management · (2017 - 2019)

National PG College

B.Voc in Software Development & E governance, Computer Science · (June 2014 - May 2017)