

Maya Patel | Product Manager with 7+ years of SaaS and AI product experience

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Basics

- Product Manager with 7+ years of experience defining and launching data-driven SaaS products
- Proven track record of growing ARR by 3x through customer discovery, roadmap execution, and cross-functional leadership
- Skilled in merging qualitative user research with quantitative analytics to prioritize features that deliver measurable outcomes
- Experienced in leading agile teams and collaborating with engineering, design, GTM, and executive stakeholders
- Passionate about applying AI/ML capabilities to solve real customer problems in responsible and user-friendly ways

Education

University of California, Berkeley

<https://www.berkeley.edu/>

Bachelor, Business Administration and Computer Science, Score: 3.9

Aug 2014–May 2018

- Graduated with highest honors and completed an interdisciplinary capstone that resulted in a working product prototype
- Served as president of the campus Product Club, organizing industry speaker series and product case competitions
- Developed foundational skills in software development, data analysis, and customer-centric business strategy

Courses: Product Management and Innovation, Data Structures and Algorithms, Consumer Behavior, Marketing Analytics, Finance, Machine Learning and Artificial Intelligence, Entrepreneurship, Design Thinking

Work

Nimbus Cloud Technologies

<https://www.nimbus-cloud.io>

Senior Product Manager

Jun 2022–Present

- Own the product strategy and roadmap for an AI-powered customer service platform used by 1,200+ enterprise teams
- Grew monthly active users by 45% and increased paid conversion by 28% through targeted onboarding improvements and a rebuilt pricing page
- Led discovery and delivery of an intelligent suggestions feature, reducing average first-response time by 22%
- Partner with engineering, design, data science, and sales leaders to align quarterly OKRs and accelerate time-to-market
- Direct cross-functional squads of 12 with a mentorship focus on design and product analytics

Keywords: AI/ML, Roadmap Strategy, OKR Planning, Customer Discovery, Cross-functional Leadership

Brightpath Analytics

<https://www.brightpath.ai>

Product Manager

Jun 2020–May 2022

- Managed the analytics suite for a mid-market B2B SaaS product, handling 30+ releases per year
- Introduced an experimentation framework that increased feature adoption by 20% and reduced churn by 15%
- Conducted 50+ user interviews and synthesized insights into prioritized product themes and acceptance criteria
- Launched a self-serve reporting module that drove a \$1.2M increase in annual recurring revenue
- Developed a product analytics maturity model to improve data quality and internal decision-making

Keywords: SaaS, A/B Testing, User Interviews, Experimentation, B2B Analytics

LeadGenix

<https://www.leadgenix.co>

Associate Product Manager

Jul 2018–Jun 2020

- Supported the senior product team in building a marketing automation web application for SMBs
 - Coordinated sprint planning, backlog grooming, and release communication across remote teams
 - Automated weekly competitor analysis and usability review processes, saving 6 hours of manual work per week
 - Collaborated with customer success on win/loss analysis that refined the qualification criteria for lead-scoring workflows
- Keywords:** Backlog Management, Agile, Customer Success, Sprint Planning, Competitor Analysis

Languages

English: Native or Bilingual Proficiency

Keywords: TOEFL 118

Spanish: Full Professional Proficiency

Keywords: DELE C1

Mandarin: Elementary Proficiency

Keywords: HSK 3

Skills

Product Management: Expert

Keywords: Roadmapping, User Research, Agile Development, Stakeholder Management, OKR Planning, Pricing Strategy

Data Analytics: Advanced

Keywords: SQL, Amplitude, Google Analytics, A/B Testing, Metrics

Design & Prototyping: Intermediate

Keywords: Figma, Miro, Wireframing, User Journey Mapping

Technical Fluency: Intermediate

Keywords: REST APIs, Python, JavaScript, AWS, Machine Learning Basics

Awards

Product Leader of the Year

SFF Product Leadership Forum

Dec 2023

Recognized for delivering an AI-native user experience that became a company flagship feature and significantly exceeded adoption targets.

Dean's List

University of California, Berkeley

May 2016

Awarded for outstanding academic performance in business and computer science coursework.

Certificates

Certified Product Manager (CPM)

<https://www.productmanagementconsortium.org/certification>

Product Management Consortium

Apr 2022

Pragmatic Institute Certification

<https://www.pragmaticinstitute.com>

Pragmatic Institute

Sep 2021

AWS Cloud Practitioner

<https://aws.amazon.com/certification/certified-cloud-practitioner>

Amazon Web Services

Feb 2021

Publications

Product Coalition

<https://medium.com/product-coalition/designing-responsible>

Designing Responsible AI Product Features Customers Can Trust

Explores how product managers can combine transparent AI model disclosures, user control, and ethical design principles to create products that earn long-term customer trust.

Projects

MarketPulse Analytics Dashboard

A self-served product analytics dashboard concept designed to help small teams understand feature adoption and user retention.

- Created end-to-end UX concept and interactive MVP in Figma
- Defined event taxonomy and sample SQL queries for core product metrics
- Ran usability tests with 10 potential users and iterated based on the findings

Keywords: Product Analytics, Figma, SQL, Information Architecture

Interests

Tech & Design: AI Ethics, Design Thinking, No-Code

Outdoor Activities: Hiking, Trail Running, Kayaking

Volunteer

Women in Product

<https://www.womeninproduct.org>

Mentorship Lead

Jan 2021–Present

- Mentored 12 early-career product managers and developed a structured onboarding guide for the mentorship program
- Organized monthly speaker events and cross-company product workshops with 200+ attendees
- Built a resource library of product templates and interview preparation material for the community