

KUNAL CHUGH

Product Head

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Summary

Experienced professional with over a decade of proven success in IT software, specializing in agile product management and operations. Recognized for leadership in developing enterprise outbound calling solutions and expertise in data analytics and business strategy. Dedicated to driving innovation and facilitating company growth through strategic initiatives.

Employment History

Product Head, 2x Connect, Bengaluru

November 2017 – Present

At 2x Connect, lead the development and management of innovative products, driving significant achievements including:

- Managing the product lifecycle from conception to launch, facilitating the onboarding of **20+ trials** with a **conversion rate of 70%** from trial to paying clients
- Pioneered **the implementation of AI/ML solutions** to **double revenue** by increasing Calls per Day by 110%
- Expanded data volume to **84MM records** through strategic partnerships, enhancing data performance
- Enhanced RPC (Right Party Connects) per hour from **2 to 12 conversations** by deploying **AI-enabled VM detection** and **IVR navigation**
- Achieved a **40% reduction in resource requirements** for clients by streamlining operations through automation of manual processes
- Implemented robust analytics modules on **QlikSense Cloud and Domo**, empowering data-driven decision-making processes

Product Manager, Click-Labs, Chandigarh

April 2017 – November 2017

At Click-Labs, led the product team of enterprise delivery platform Tookan, achieving notable accomplishments including:

- Seamlessly **upgrading** the Tookan (Enterprise delivery management system) web dashboard and agent/client apps with **zero downtime**
- Optimizing agent routes using historical data, leading to a **30% reduction in delivery time**
- Orchestrated innovative product strategies to propel client business growth, resulting in **Orders Per Day (OPD) surging from 1 MM to 3 MM**

Project Manager, MindDigit, Pune

November 2015 – March 2017

As Project Manager at MindDigit, spearheaded notable achievements including:

- Led the end-to-end implementation of a **Human Resource hiring management** platform for a B2B client, streamlining their manual processes
- Streamlined software project for **temp job marketplace**, integrating payments and scheduling seamlessly

Project Engineer, Trident Ltd., Budhni

July 2013 – August 2015

As a Project Engineer at Trident Ltd., Budhni, reached the following milestones:

- Coordinated the **electrical and instrumentation installation** of 2 x 30 TPH steam boilers
- Served as the overall project coordinator for 2 x 20 TPH Thermic Fluid Heaters, **managing budget, resources and commissioning**
- Managed stakeholder relationships, gathered project requirements, and prepared Request for Proposals (RFPs) for multiple projects

Skills

Product Lifecycle Management, Agile Methodologies, Data-Driven Decision Making, Business Strategy, UX/UI Design, Technical Acumen, Market Research

Education

Post Graduate Diploma in Project Management - Symbiosis Centre for Distance Learning, Pune

Bachelor of Engineering – Electronics Instrumentation Control - Thapar University, Patiala