

Udit Chakraborti

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EDUCATION

Texas A&M University, Mays Business School

Master of Business Administration

Master of Science in Analytics (STEM)

College Station, Texas

May 2026

May 2026

Manipal Institute of Technology

Bachelor of Technology in Computer Science, GPA: 3.4/4

India

June 2020

EXPERIENCE

PwC

India

Product Manager, Cloud & Digital

January 2023 – June 2024

- Led cross-functional team of 20 to build and launch 5+ SaaS products aiming to streamline back-office operations with 360-degree unified view, achieving 85% user adoption within 3 months
- Partnered with Subject Matter Experts (SME) to develop product roadmap and market positioning strategy for digital insurance portfolio products, securing \$1.5M for FY24 funding
- Shipped 30 AI features to enhance fraud detection and reduce claim resolution times for Claims servicing product, using A/B testing to boost monthly active users from 15,000 to 125,000 in 9 months
- Collaborated with engineering teams to prioritize key features on data governance and deployment frameworks to deliver customizable products, saving clients \$1.2M annually on technology expenses

Associate Product Manager, Cloud & Digital

July 2020 – December 2022

- Spearheaded agile development of risk evaluation tool by conducting customer interviews to ensure product-market fit, enabling customers to cut manual tasks, which enhanced approval cycle by 57%
- Formulated Go-To-Market strategy and KPIs to launch vendor onboarding product, simplifying application intakes, which resulted in 40% market penetration in a year
- Analyzed product performance of policy quoting workflow via heatmaps and product usage metrics to identify user drop-off points, revamping overall customer experience to lower drop-off rate by 50%
- Orchestrated rebranding of product by leading redesign and managing resources, budget (\$360K), and timelines, accomplishing key OKRs and surpassing revenue targets by 120% for FY21

Product Analyst Intern, Cloud & Digital

January 2020 – June 2020

- Defined product requirements in form of user stories to build drag and drop tool for developers aiming to reduce their development time, increasing feature delivery accuracy by 27% within 5 months
- Tracked progress, resolve dependencies, refined backlog, document end user training manual and communicate status to project stakeholders, reducing time to market from 4 to 2.5 months

LEADERSHIP & INVOLVEMENT

The MIT Store

India

Co-Founder, Chief Product Officer

February 2019 – June 2020

- Launched student merchandising e-commerce platform with the vision to promote our university globally through sense of pride, attaining 25% monthly growth and building a community of over 40,000 members
- Engaged with customers to identify pain points and future needs, iterated products by documenting use cases for development team, increasing customer satisfaction score by 25% every quarter

AIIESEC

India

Global Internship Program Manager

January 2018 – January 2019

- Rolled dynamic discounting strategy coupled with customer retention program, amplifying purchase rates by 25%
- Conducted 80+ customer interviews to refine product vision, fulfilling business goal of 70% internship success rate

SKILLS & CERTIFICATIONS

Software Skills: Trello, JIRA, Figma, Balasmiq, Roadmunk, MS Office (Advanced), Miro, Google Analytics

Programming Skills: SQL, VBA, Python, C/C++, Linux, Java, HTML, CSS, R, PHP, Javascript

Certifications & Training: CSPO®, PMP®, Product Analytics (Pendo), GenAI (LinkedIn), ML DevOps(NASBA)