

Saurav Tripathy

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EXPERIENCE

Product Strategy & Management

American Express , London, UK	Senior Manager (ICS COE), Product & Sales Strategy	May '23 – Jun '26
- Led multi-market remediation to lift an onboarding pause on a \$20M annual revenue Small Business Card acquisition partnership channel, coordinating 50+ stakeholders to implement compliant third-party management and incentive-payment processes - Identified and prioritized travel-focused long-term Corporate Card initiatives (lending, tokenization, partnerships, and premiumization) by assessing customer needs, margin impact, execution feasibility and compliance considerations - Led cross-functional team of 20+ sales, product and engineering colleagues to migrate top 40 virtual payment enterprise clients and partners from 3rd party AR platform to proprietary AR platform; saved \$7M in annual profits and earned promotion recommendation - Negotiated critical migration fixes for top UK corporate client, securing 2-year contract extension & preserving \$2M annual profit		
Zopa , London, UK	Senior Product Manager, Credit Card Servicing	Jun '22 – Nov '22
- Reactivated 30% inactive credit card customers by conducting user research to extract drivers of low usage, executing A/B tests to inform prioritization and launching updates to email servicing communications and mobile app features - Resolved address validation issue affecting 5% of credit card customers by analyzing data and collaborating with UX and engineering team to implement accurate error messaging reducing customer support tickets raised on this issue by 80%		
Amazon , Luxembourg City, Luxembourg	Senior Product Manager Intern	Jun '21 – Aug '21
- Designed an order returns process for premium fashion and beauty products sold on Amazon EU Luxury Stores - Website: led engineering team to implement relevant return reason options to improve customer experience - Logistics: accelerated online store launch by 3 months by resolving order fulfilment and authentication risks		
McKinsey & Company , New York, USA	Senior Product Manager (promoted in 1 year)	May '18 – Jul '20
- Delivered \$1M+ monthly savings for top 10 insurance company by leading agile engineering team through user requirements gathering, development, UAT and launch of 3 software automation bots to automate 80% of the subrogation claims process - Delivered \$2M+ annual savings for top 10 employment services company by leading agile team of 10+ RPA engineers, solution architects and analysts to develop, test and launch 7 bots across 4 processes ensuring best practices for scaling and maintenance		

Digital Transformation

McKinsey & Deloitte Strategy , USA	Associate	Aug '15 – Apr '18
- Managed and coached top 3 telco client to identify, size and create implementation plans for automation and smart workflow opportunities worth \$20M+ and helped establish 3-year \$100M+ digital transformation program - Identified \$5M+ in potential cost savings in claims and enrollment processes for a major healthcare payor by identifying multi-lever digitization opportunities (smart workflow, intelligent conversational chatbot, self-service portal) - Identified \$1M+ in potential cost savings in customer servicing processes for a top 3 telco company by recommending improvement in support engineer productivity (e.g., reducing ticket handoffs) and redesigning shift structure - Led several internal initiatives to advance automation practice: 1) delivered week-long automation tool training to 75+ colleagues 2) designed technical interviews, 3) created content for client CXO automation training 3) published thought leadership		

Analytics

ZS Associates & Mu Sigma , India	Business Analyst	Aug '12 – Feb '14
- Reduced data processing time by 90% utilizing the Hadoop-Hive environment for pharma client; secured project extension - Designed algorithm to optimize sales-force alignment for pharma client to increase sales coverage by 30% - Enhanced execution of copay card program for pharma client by designing cross-brand tracking dashboard		

EDUCATION

London Business School , London, UK	MBA , GRE: 326 / 340	Aug '20 – Jun '22
McCombs School of Business , UT Austin, USA	MS in Business Analytics, GPA: 3.5 / 4 (top 20%)	Jun '14 – May '15
Siddaganga Institute of Technology , Tumkur, India	BE in Electronics & Comm, GPA: 8.8 / 10 (top 20%)	Aug '08 – Jul '12

ADDITIONAL

- Tech & AI skills:** **Analytics** (SQL, Tableau), **Programming** (Python, LangGraph), **AI** (ChatGPT, Claude, Replit)
- Certifications:** Principles of Payments (LIBF, [LINK](#)), Product Manager (Product School, [LINK](#)), Product Owner (Scrum.org, [LINK](#))
- Product & AI side projects:**
 - Built and deployed an agentic tool that evaluates MarTech vendors to support build-buy-partner decisions
 - Built a self-updating AI tool that surfaces and decodes top MarTech news across daily, weekly, and monthly windows
 - Co-created product vision for software automation framework to enable best-in-breed architecture and lower licensing costs (McKinsey colleague successfully executed idea to launch startup Actionabl.ai)
- Work authorization in UK:** no sponsorship required, currently on UK Spouse Visa