

Atul Gupta

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Profile Summary

- Enterprise SaaS Product Manager, 3+ years shipping B2B software to regulated and industrial clients including Merck, Hero MotoCorp, TASL and Bharat Serums.
- Delivered 50+ features from zero on an AI-enabled customer education platform; led a zero-downtime on-premise deployment at 100% compliance with client specifications; held production defects under 1%.
- Deep skills in agile product development, roadmap planning, team management, QA and release coordination.
- 4 years prior building supply chain operations from scratch — cut warehouse stock waste 40–50% and packaging errors 20%.
- Built and deployed a grounded AI sales assistant end to end as a personal project (see Project).

Work Experience

Neosap Global – London based Tech startup

Product Manager - Enterprise SaaS, Neosap Global

Apr 2025 – Present

- Own product requirements and prioritization for enterprise SaaS clients including TASL, Merck and Hero MotoCorp on Albireo, an AI-enabled customer education and engagement platform serving 30,000+ users, translating customer and business needs into actionable product initiatives.
- Defined the core product metrics for both platforms and built the analytics dashboards used to track them, giving the business its first view of engagement and usage by client.
- Led an on-premise LMS Suite deployment for TASL end to end — scoped password-based authentication, self-hosted video and a third-party AR/VR integration, stood up a parallel SLES UAT environment to match client infrastructure, and coordinated VAPT and OS hardening with DevOps. Now live with 1,000+ users and 20+ instructor-led training programmes run on the platform.
- Integrated the Meta WhatsApp Business API - onboarding, inbound and outbound messaging, WhatsApp Flows and a consent mechanism — enabling Merck to reach ~5,000 HCPs and Hero MotoCorp ~14,000 employees with monthly campaigns and quizzes.
- Built an AI chatbot on WhatsApp using the OpenAI Assistant API, extending the messaging channel from broadcast into two-way support.
- Partner with 3 cross-functional teams across product, engineering and QA at 90%+ sprint completion; serve as primary product contact for enterprise requests at 95% SLA adherence; drove load testing and performance improvements ahead of enterprise rollout.

Associate Product Manager – Enterprise SaaS, Neosap Global

Jan 2023 – Mar 2025

- Assisted the Co-founder in implementing the product roadmap for Albireo, an AI-enabled Customer Education and Engagement Platform.
- Owned and maintained product backlogs, authored 50+ user stories, and coordinated development of 50+ new features from scratch.
- Collaborated with engineering and QA teams to manage release cadence, UAT cycles, and bug resolution.
- Coordinated resolution of 100+ L2/L3 tickets as primary point of contact, achieving 90%+ first-time resolution.
- Supported sprint planning and daily scrums, ensuring alignment of the product team with roadmap goals.
- Recognized by management as the key link between business objectives and actionable development plans.

Manager Operations – Ecommerce

July 2021 – Dec 2022

- Reporting to VP Operations, responsible for inbound & outbound supply chain for educational toy boxes bundled with company's early parenting platform subscription.
- Overseeing warehousing and shipping for toys inventory with 35+ age sensitive kits, 130+ SKUs and 700+ components.
- Maintained 100% fill rates and 99.99% accuracy in kitting, packing and shipping.
- Maintained <5% return rates by ensuring timely product delivery and by promptly resolving customer issues.
- Supported Co-Founder in Sales & Marketing as an add on responsibility. Recruited, onboarded, and led a team of 20 sales ambassadors for the early parenting product.
- Ran targeted Facebook and Instagram ad campaigns to generate leads. Set up story book sales channel on Amazon.
- Supported sales by distributing leads based on ambassador strengths and by tracking progress and offering real time insights to maximize conversion. Conducted regular ambassador team meetings. Compiled detailed sales reports with actionable insights for company leadership.

Supply Chain Analyst – Ecommerce

April 2019 – Jun 2021

- Assisted Founder to set up inbound & outbound supply chain for company's educational toy boxes to be bundled with its early parenting platform – Bablr.
- Worked with design teams to document the specs and quality standards of educational toys.
- Onboarded 10+ Supplier Partners including renowned names such as Funkskool and worked with them on production of specially designed toys, and educational materials involving 35+ age sensitive kits, 130+ SKUs and 700+ components.
- Coordinated with supplier partners and testing agencies for certification of Bablr boxes on BIS 9873 standard. Ensured 100% regulatory compliance across all product SKUs.
- Scouted and recruited 3rd party logistics partners (3PL) for warehousing and shipping. Designed and documented the process for picking, kitting and packing. Reduced packaging errors by 20% by conducting targeted warehouse training sessions and by implementing visual charts.
- Developed and implemented comprehensive packaging requirements for 39 SKUs, collaborating with vendors and designers to ensure compliance with all legal packaging standards.
- Implemented humidity-control measures, achieving a 40-50% reduction in warehouse stock waste.
- Established MIS protocols for warehouse material handling, resulting in a 30% increase in operational efficiency and a 40% reduction in waste through enhanced stock management procedures.

MSX (Earlier known as Sewells MSXI) Detroit Based automotive services BPO

Senior Associate – Learning Content Services

Sept 2016 - Jan 2018

- Reporting to the team lead of content services, role involved authoring training programs and designing sales materials for company's automotive clients such as Ford, Hyundai etc.
- Ensured accuracy, quality in my content development work and adhered to the project deadlines.
- Leveraged the assignment as foundational opportunity to learn how business works in the current environment.

Project

Showroom Copilot – Personal RAG project

- Built and deployed a grounded AI assistant for automotive showroom sales consultants — answers spec, comparison and objection questions from a curated document corpus, and refuses plainly when the corpus can't support an answer. (FastAPI, Postgres/pgvector, hybrid retrieval, LangGraph, Next.js.)

Education & Certifications

Bachelor of Engineering (Mechanical) – 4 Year Full time On Campus

May 2015

Rajiv Gandhi Technical University (RGPV) Bhopal, MP India

Certified Data Science Professional – 6 Months Online

Oct 2023

Odin School, Hyderabad India

Product Management – 13 Hours Online

April 2024

Udemy

Product Management Fellowship – 3 Months Online

Jun 2025

NextLeap

Languages

English, Hindi