

RESHMA SINGH

AI Product Manager | LLM & Agentic AI Products | Payments, Lending & Enterprise Platforms

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SKILLS

Product Management	0-to-1 Product Development, Product Strategy & Roadmap, Customer Discovery & Interviews, A/B Testing, KPI & Success Metrics, Business Case Development, BRD/FSD Requirements, Cross-Functional Team Lead
AI & LLMs	Generative AI, LLM Applications, RAG, LLM Evaluation (Evals), Prompt Engineering, Hallucination Guardrails, OpenAI, Google Gemini, NotebookLM, Perplexity, Grok
Agentic AI	AI Agents, AI Workflow Automation, Claude Code, Claude Cowork, Claude Managed Agents, LangChain, Azure OpenAI, GPT-ASTRA
Generative AI	Nano Banana, ChatGPT Images 2.0, Higgsfield, Kling, Seedance, ElevenLabs (Voice AI)
Design	Claude Design, Figma Wireframing & Prototyping, Design Thinking, User Experience Design, User Interface Design, Mobile Design
Software	JIRA, Confluence, Trello, Asana, Adobe Creative Suite, InvisionApp, Balsamiq
Business	Payments & API Integration Architecture, Prepaid Wallets (PPI), Enterprise Data Platforms, SaaS/Enterprise Software, Business Intelligence, GTM, UGC Campaigns, Storytelling
Strategy & Governance	Responsible AI Governance, Role-Based Access Control, Regulatory & Compliance Governance (KYC/AML), Agile/Kanban/SAFe, Lean/Value Stream Transformation

EXPERIENCE

Infosys Consulting

New York, USA

Senior Manager, Enterprise Product & Platform Management

Oct 2021 – Present

- Designed enterprise AI operating models for Fortune 500 financial institutions across 4+ engagements — **Agentic AI Operating Model, GenAI Marketing Strategy, First-Party Data Strategy, and AI Reconciliation Framework** — assessing AI readiness and identifying high-value AI opportunities.
- Ran **LLM evaluation and prompt engineering** for an internal **RAG retrieval tool** launched to **all 5,000 employees** in 3 months — built an evals framework with **200+ colleagues across 5 geographies** running **1,000+ test prompts**, cutting **wrong-document retrievals from ~100 to zero**.

American Express – via Infosys Consulting

New York, USA

Senior Program Manager — AENB Corporate Card Platform Migration

Apr 2026 – Present

- Drove **AI workflow automation with LangChain and Azure OpenAI**, applying agentic AI patterns to delivery governance for a **30-product corporate card migration** onto American Express National Bank (AENB) infrastructure since April 2026.
- Replaced fragmented status tracking across **30+ workstreams** with one real-time executive source of truth in 6 months.
- Ran governance end to end — status reporting, risk and dependency tracking, escalations — across 30+ workstreams.
- Defined go-live readiness criteria for all **30 products** with Treasury and Compliance, cutting rework from premature launches and keeping every workstream behind its dependencies.

American Express – via Infosys Consulting

New York, USA

Senior Product Manager — Status Tracking & Program Hierarchy

Nov 2025 – Mar 2026

- Launched **AI-powered predictive analytics dashboards** that replaced static, manual reporting on the Status Tracking platform, driving adoption and engagement across a **25,000+ user base in 22 global markets** within 3 months of launch.
- Owned vision, roadmap, and end-to-end delivery for two legacy platforms, consolidating **15 years of fragmented legacy data** into a single trusted data platform serving 22 markets in a 5-month build.
- Shipped role-based access controls with engineering teams across **6 time zones** (US, UK, India), closing a long-standing governance gap for 25,000+ users within the same 5-month engagement.
- Partnered with servicing, compliance, and engineering to diagnose root causes behind years of unresolved data and compliance issues across 22 markets, feeding fixes into one roadmap for both platforms.

Fiserv – via Infosys Consulting

Berkeley Heights, New Jersey, USA

Operations Transformation Lead — Card Manufacturing Lean Transformation

Jul 2025 – Oct 2025

- Ran discovery across **6 facilities and 12 workstreams** — site visits, operator interviews, KPI analysis — in 4 months.
- Documented current-state **Value Stream Maps** for all 6 facilities, surfacing waste invisible in headquarters-level reporting.
- Designed a future-state operating model and modernization roadmap **adopted by all 6 sites** by October 2025.
- Partnered with plant operators and site leads to validate findings and build buy-in before rollout across all 6 sites.

American Express – via Infosys Consulting

Product Manager — India Data Localization (Third-Party & Vendor Integration)

Gurugram, India
May 2023 – Jun 2025

- Migrated **45+ enterprise applications and third-party vendor partners** into a compliant data warehouse over 2 years, hitting every compliance milestone against a fixed government deadline.
- Built a prioritization framework weighing regulatory criticality, vendor readiness, and value across 45+ migrations.
- Mapped dependencies across 45+ applications with business, compliance, architecture, and vendor stakeholders.
- Sequenced vendor migrations to keep live Card and Payments traffic running throughout the 2-year program.

Vanguard – via Infosys Consulting

Product Manager — Digital Transformation

Pune, India
Oct 2021 – Apr 2023

- Redesigned enrollment and investment journeys, **raising CSAT from 30 to 55 across 10,000+ users** in 18 months.
- Led a **160+ member cross-functional team** (engineering, design, business) across 3 US time zones in a SAFe Agile model, shipping both modernized journeys on a single roadmap over 18 months.
- Prioritized a **90+ story backlog** by customer impact to deliver the 25-point CSAT gain within 18 months.
- Mapped current- and future-state workflows, replacing fragmented manual handoffs with a target-state process.

Axis Bank

Product Manager — Digital Payments (FASTag)

India
Jun 2020 – Jul 2021

- Took **FASTag, India's first RFID-enabled payments wallet**, from concept to launch, generating **\$114M in annual revenue**.
- Migrated **10 national toll plazas in 28 days**, bringing **500,000+ daily toll transactions** onto the wallet.
- Executed **8 API integrations** with NPCI, India's national payments network, powering 500,000+ daily payments.
- Designed the wallet's prepaid payment instrument (PPI) architecture and settlement flows, keeping \$114M in annual revenue compliant with RBI risk, KYC, and AML regulations from launch.

ICICI Bank

Product Manager — Instant Home Loan (Digital Banking)

India
Jul 2017 – May 2020

- Cut **loan approval time from 20 days to 30 minutes** with a redesigned **3-click digital** Instant Home Loan journey.
- Digitized eligibility, documentation, application tracking, and servicing into one online 3-click journey.
- Prototyped flows in Figma and ran **A/B tests** to select the 3-click application flow that went to launch.
- Owned product development and roadmap for ICICI Bank's Instant Home Loan business over nearly 3 years.

FOUNDER EXPERIENCE

Sri Mitra India (Srimitra)

Founder

Patna · Pune · Jaipur, India

- Founded and built a **web and app platform** creating equal opportunity for children in child care homes, scaling to **30 homes and 20 vendor partners across 3 cities**, funded by **private investment** and a **2021 grant from the US Consulate General, Kolkata**.

INDEPENDENT AI PRODUCT BUILDS (reshma-singh.netlify.app)

Zero-to-one agentic AI product concepts designed and built end to end, from architecture through UX, using Claude Code, Anthropic, OpenAI, GPT-ASTRA, Muse, Higgsfield, and ElevenLabs.

- **Self-Serve Expansion Agent** — SaaS commerce agentic AI concept
- **Cash Optimization Agent** — agentic AI concept across web and mobile surfaces
- **NXTDRIVE Growth Copilot** — agentic AI growth copilot concept

EDUCATION

Prin. L. N. Welingkar Institute of Management

MBA, Marketing & Finance

Mumbai, India
2015 – 2017

Guru Gobind Singh Indraprastha University

Bachelor of Business Administration (BBA)

New Delhi, India
2011 – 2014

CERTIFICATIONS & ACHIEVEMENTS

- **Claude Certified Architect, Foundations (CCA-F)** — Anthropic (in progress, 2026)
- **Claude Certified Associate, Foundations (CCAO-F)** — Anthropic (in progress, 2026)
- **Certified SAFe Product Owner/Product Manager** and **SAFe Agilist** — Scaled Agile
- **Performance Excellence Award (2026)** • **Insta Award — Best Performer for POVs and RFPs (2025)**