

# ARANHAV SINGH DHAMA

## Product Manager • E-commerce & Logistics

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## SUMMARY

Results-driven Product Manager with 7 years in **B2B marketplaces & logistics**, delivering customer-centric solutions. Skilled in product strategy, data-driven decisions, API integrations, end-to-end product development, including successful 0-1 product launches and leveraging LLMs and agents to enhance platform capabilities. Managed agile Scrum teams to drive \$18 million processed revenue and 190% YoY growth, expanding vendor base by 195%.

## EXPERIENCE

### Senior Product Manager

#### ShipGlobal.in

📅 03/2024 - 09/2025    📍 Delhi NCR, India

India based cross-border logistics platform for e-commerce exporters and courier partner

- Tripled vendor base from 1.7k to ~5.9k, driving \$16 million in revenue by launching franchise portal and integrating Shopify & Walmart channel orders.
- Built a first mile pickup system increasing orders-per-pickup from 3.9 to 8.7, saving \$146K and improving on-time pickups from 63% to 94.5%.
- Integrated 15+ last-mile carriers saving ₹147 million in costs and established an end-to-end tracking platform with 98% accuracy and 42% fewer post-ship tickets.
- Led redesign of the vendor portal in React, reducing page load time from 3.2 s to 1.9 s, increasing mobile usage from 15% to 55%, and boosting engagement by 55%.
- Instituted a 1,500-case regression suite reducing critical bug SLA from 120 h to 48 h, defect leakage from 12% to 3%, and cutting production incidents by 75%.
- Led an 8-person agile squad, halving the release cycle from 6 weeks to 3 weeks and designing an AI system for precise tariff and code analysis.
- Spearheaded the development of an integrated tracking platform improving tracking accuracy to 98% and reducing post-ship tickets by 42%.

### Assistant Product Manager

#### IndiaMART Intermesh Ltd

📅 09/2021 - 02/2024    📍 Noida, India

A leading online marketplace for business buyers and sellers

- Owned Buyer-Seller Matchmaking system: **+40%** successful matches, **-66%** negative feedback.
- Analyzed market data and uncovered **3** high-potential segments; introduced filters for location, order value, and hyperlocal categories.
- Launched swipe-to-purchase, shortlist, and hide features, streamlining Buy lead purchase flow and driving higher conversions.
- Developed internal CRM that auto-assigned seller cases; cut resolution TAT **3 hrs → 27 min** for the call centre team.

### Senior System Engineer

#### Infosys Ltd

📅 08/2016 - 06/2019    📍 Pune, India

A global firm offering consulting, IT, and outsourcing services

- Automated access-revalidation across 120 apps, saving client \$50 K/yr; earned 'Best Performer' award
- Built BI dashboards and re-tuned SQL layer; report prep time -50%, query latency -50%
- Developed workflow-based ticketing and vendor billing systems (Java / SQL / AngularJS) to streamline client operations.

## EDUCATION

### PGDM (Marketing)

#### IMT Ghaziabad

📅 06/2019 - 06/2021    📍 Ghaziabad, India

### B.Tech (ECE)

#### MSIT Delhi

📅 08/2012 - 06/2016    📍 Delhi, India

## KEY ACHIEVEMENTS

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**Best Product Launch - ShipGlobal (Pickup Optimisation)**

Achieved Best Product Launch for Pickup Optimisation at ShipGlobal in 2024
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**Emerging Star - IndiaMART**

Recognized as an Emerging Star at IndiaMART in 2021
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**Best Performer - Infosys**

Awarded Best Performer at Infosys in 2018

## SKILLS

| Requirement Analysis |         | Agile Road-mapping |            | Stakeholder Management |       | BRD/PRD       | A/B Testing | SQL |
|----------------------|---------|--------------------|------------|------------------------|-------|---------------|-------------|-----|
| Python               | Postman | Jira               | Confluence | Data Analytics         | Figma | Generative AI |             |     |