

Vinayak Suneja

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Product and growth management professional with 2+ years of experience driving PLG strategies in AI-led SaaS platforms. Skilled in delivering customer-driven features, leading cross-functional teams, and using data and experimentation to unlock adoption and business impact at a global scale.

KEY ACHIEVEMENTS

AI-Powered PLG & Adoption Leadership: Spearheaded PLG initiatives through AI-driven features, achieving a 3.5x adoption lift across global user segments within two quarters

End-to-End Product Launch Ownership: Led bi-monthly product version rollouts, owning feature planning, GTM strategy, and post-launch analytics, ensuring 100% on-time delivery through seamless cross-functional collaboration

Cross-Functional Product Delivery & Engagement: Partnered effectively with engineering, design, marketing, and business teams to deliver end-to-end features, streamlining onboarding UX and increasing CRM engagement by 2x.

Executive Influence & Narrative Building: Partnered with business stakeholders and sales to craft value narratives and launch readiness plans—ensuring feature GTM success and alignment across growth, CX, and product strategy

EXPERIENCE

Product Manager

April 2023 – April 2025

ChatDaddy

Hong Kong SAR

- Led AI-driven product development, launching 15 features in one quarter, reducing manual workload by 40% and increasing customer satisfaction by 20%
- Analyzed competitive analysis and 20+ user interviews to strategically reprioritize the product roadmap, resulting in a 25% improvement in platform efficiency
- Resolved 350+ support tickets and authored 50+ test cases per sprint, cutting post-release defects by 30%
- Optimized internal workflows and debugging processes with developers, reducing issue resolution time by 25%
- Revamped 130+ help documents across the company, improving user self-service and knowledge access by 3x

Content Writer & Graphic Design Intern

Jan. 2023 – April 2023

Paramount InfoSystem Pvt. Ltd.

Delhi, India

- Created 50+ marketing content pieces using SEO and storytelling strategies, increasing organic reach by 30%
- Designed 20+ visual assets for brand campaigns, boosting digital engagement and client interaction by 25%

PROJECTS

Advanced CRM | CRM, Analytics, Automation, User Interviews

Feb 2025 – May 2025

- Engineered - User-centric WhatsApp CRM, transforming ticket resolution and segmentation workflows based on user interviews and driving a 3x adoption increase

AI CANDY | ChatGPT-4o, Dify, Whatsapp API, AI Automation

Oct 2024 – Jan 2025

- Designed and deployed a WhatsApp-integrated AI support bot using ChatGPT, automating ticket tracking and FAQs—boosting customer satisfaction by 25% and reducing manual workload by 60%

TECHNICAL SKILLS

Product Skills: PRD, Roadmap, Hypothesis-Driven, Networking, UX Mockup, User Research, Agile, Gen AI/ML

Languages: My SQL, JavaScript, HTML/CSS, Python

Tools & Platforms: Figma, Jira, Zapier, Notion, Amplitude, ChatGPT, Dify, Excel, Microsoft & Google Suite, CRM

Soft Skills: Leadership, Executive Communication, Problem-Solving, Cross-Functional Team Leadership, Strategic

EDUCATION

Symbiosis Institute of Computer Studies & Research

Pune, Maharashtra

Bachelor of Computer Applications

Aug. 2020 – July 2023

CERTIFICATE

Aha! Product Management Professional Certificate

May 2025

Google - Generative AI/ML courses

May 2025