

Contact

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Top Skills

Agentic AI Development
Google Gemini
Agentic Workflows

Languages

English (Professional Working)
Kannada (Native or Bilingual)
Hindi

Certifications

What is Data Science?
Data Visualization with Python
Databases and SQL for Data Science
edX MITx - Honor Code Certificate for The Analytics Edge
Applied Data Science Capstone

Honors-Awards

International Cadet Exchange Programme (ICEP)
INCEF Awardee
Team Award
Finastra Hackathon
Customer Excellence Award

Shivaprasad Patil

Senior Product Manager | Platform & API Products | Enterprise SaaS
| AI-Enabled Feature Ownership | Ex-Finastra
Bengaluru, Karnataka, India

Summary

Senior Product Manager with 15+ years of experience building and scaling enterprise SaaS and platform products across Fintech, Payments and oil majors for convenience retail

I specialize in platform centric, API-led platforms, and data/AI-enabled capabilities, working closely with engineering, architecture, and data teams to translate complex business problems into scalable solutions.

I've led products end-to-end from strategy and roadmap definition to backlog ownership, delivery, and measurable outcomes, including reliability improvements, automation, and conversion uplift.

Previously at Finastra (commercial banking platforms), Apparel Group (enterprise platforms), and currently leading platform product initiatives at scale and customer initiatives for Shell, Chevron in North America, US markets.

I enjoy roles where product strategy, execution rigor, and customer impact intersect.

Experience

Stixis Technologies

Senior Product Manager

August 2024 - Present (2 years 1 month)

Bengaluru

- Own the Convenience Retail - Payments, Indoor Payment Terminal, Car wash, Loyalty for North America - US oil majors (Shell, Chevron)
- Product leadership across high throughput flows: EMV, POS authorization, tokenization, multi acquirer routing, settlement/reconciliation, fleet and loyalty, reporting, dispute/chargeback; aligned roadmap to regulatory milestones and customer KPIs.
- Collaborated with 3 scrum teams (30 members) across NZ/India; PI Planning, backlog refinement, and release commit while partnering with US stakeholders

- Launched 10+ releases delivering new acquirer connectivity, POS, card schemes, loyalty; reduced integration lead times and enabled faster market rollouts

6thStreet.com

Manager

April 2020 - July 2024 (4 years 4 months)

Bengaluru

- Led payments, checkout, and omni-channel programs across GCC + Egypt for 6thStreet.com and 4–5 major brands with standalone sites, influencing \$300M+ annual GMV.
- Built and managed a 15-member cross-functional team; established 99.9% payments uptime and robust PCI DSS and VAT compliance.
- Reduced payment failures by 3% YoY and delivered an 18% checkout conversion lift through tokenization, A/B testing, and 3DS2 optimization; kept fraud/chargebacks within industry benchmarks.
- Rolled out and orchestrated regional payment rails and wallets—Checkout.com, Apple Pay, Google Pay, Mada, KNET, BNPL (Tabby, Tamara), Careem Pay—improving coverage, authorization, and resiliency.
- Enabled 1-day delivery in priority markets; resolved OMS defects and scaled order-management reliability across peak events, including Black Friday.
- Pioneered phygital POS payments in Dubai, integrating store and eCommerce for seamless omni-channel journeys.
- Launched, stabilized, and transitioned independent brand sites back to brand teams, preserving conversion and uptime SLAs.

Apparel Group

Product Development Manager

April 2020 - July 2024 (4 years 4 months)

Owned product strategy and GTM execution for payments, loyalty programs, and gift card systems across omni-channel platforms (web, iOS, Android). Implemented region-specific payment solutions (EMV, MSR, digital wallets) ensuring regulatory compliance and PCI-DSS standards. Optimized transaction authorization rates via real-time monitoring dashboards and routing logic for payment gateways (Fiserv, ACI). Integrated AI-enabled personalization and recommendation engines to enhance customer engagement and conversion. Used predictive analytics and customer insights to improve checkout conversion and loyalty engagement. Delivered detailed requirements and user stories, collaborated with engineering for end-to-end SDLC, and held demos for stakeholders.

Finastra

Senior Engineer

May 2015 - April 2020 (5 years)

Bengaluru Area, India

- Owned SWIFT MT101/102/103 implementations and NACHA/SEPA alignment for Fusion Confirmation Matching and Corporate Payment Portal, enabling compliant, cross border, multi currency payments for top US/EU banks.
- Delivered annual SWIFT compliance releases on time and audit ready via risk based validation and stakeholder coordination; reduced exceptions and operational friction.
- Drove 15% feature adoption uplift by translating complex payment rules into clear user flows and quality gates.
- Awards: CEO Team Award (collaboration/payment integrations); Finastra Hackathon 2019 winner (NLP driven NPS insights).

SLK

Senior Engineer

September 2013 - May 2015 (1 year 9 months)

Bengaluru Area, India

- Built and ran offshore QA/service delivery for the bank's payments domain, leading 30 QA professionals across SWIFT MT flows (MT101/102/103) and approval (maker-checker) journeys.
- Established quality governance in Agile delivery—backlog validation, test strategy, release readiness, and UAT sign-off—aligning technology, product, and operations.
- Instituted Jira/HP ALM-driven traceability and reporting for audit/compliance, improving visibility from user stories to test outcomes across end-to-end payment rails.
- Led production hypercare and defect triage to protect critical SLAs and minimize customer impact during payment releases.

Midwest Infotech Pvt. Ltd.

Software Engineer

October 2009 - September 2013 (4 years)

Bengaluru

- Drove quality assurance for a business critical banking/payments capability used by millions of end customers at a major US bank.
- Defined and executed test strategy spanning functional, integration, and non functional validation; streamlined defect triage and release gates.

- Coordinated with US client teams and offshore engineering to enable predictable, compliant delivery in an Agile environment.

Education

Indian School of Business

Advanced Management Programme, Business Analytics · (August 2015 - October 2016)

BITS Pilani Work Integrated Learning Programmes

Master of Technology - MTech, Data science and engineering · (April 2021 - March 2023)

Sir M Visvesvaraya Institute Of Technology

Bachelor's Degree, Electronics and Communications Engineering · (2004 - 2008)

MITx

MIT MOOC, The Analytics Edge · (2015 - 2015)