

Contact

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Top Skills

Digital Strategy
User Experience Testing
Customer Analysis

Languages

English
Hindi

Certifications

Microsoft® Excel 2013 Intermediate

Honors-Awards

Award for Outstanding Performance
Top Performer Award

Chabi Anand

Product Manager @ airasia Super App
Bengaluru, Karnataka, India

Summary

Strategic AI Product Manager with expertise across the 3Ds of product excellence—Discovery, Definition, Distribution and Delivery. Experienced in leading cross-functional teams to build data-driven, user-centric solutions across search, checkout, and internal tooling. Adept at applying AI-driven insights to product strategy, translating complex problems into scalable outcomes, and delivering measurable business and customer impact.

Experience

airasia Super App
Product Manager
July 2022 - July 2025 (3 years 1 month)
Bengaluru, Karnataka, India

Driving growth through conversion-focused UX, personalisation, and strategic experimentation.

As the Product Manager, I was responsible for defining the product roadmap, boosting funnel performance, and leading experiments to drive feature adoption and revenue growth.

Dell
Product Manager
October 2019 - July 2022 (2 years 10 months)
Bangalore

Scaling enterprise SaaS solutions, driving platform automation, and leading cross-functional teams

Dell needed to improve the onboarding experience and operational efficiency for its B2B Premier clients while modernizing legacy systems and scaling global tooling infrastructure.

lastminute.com
3 years

Product Manager

May 2016 - June 2019 (3 years 2 months)

At the forefront of e-commerce boom, online travel agencies have made travel experience as seamless as possible. At lastminute.com we have tried to bring about a change on how travelers plan their holidays by offering a wide range of products for them to choose from. The products span across from hotels, flights to lifestyle

Global Location Service: As part of this team we are building the next destination search for flights and hotels powered by a polygon-based search.

- Introduced 10+ new features to expand search options including search box suggerter resulting in an increase in funnel conversions
- Implementation of in-house polygon search option and Mapbox maps.
- Created customized search results and reduced bounce rates. Documented user stories, specifications, and product features and worked with cross-functional product team execution, meeting project milestone dates. Ensured mandatory requirements are built accordingly in JIRA.
- Feature re-designs to meet business objectives.
- Conducting roadmap prioritization and product documentation to achieve key business goals and metrics keeping it aligned with company's KPI
- Have worked on the UI design of the destination management tool.
- Optimizing conversion rates through data-driven analysis using Google Analytics.

Tools: Jira, Opsgenie, ServiceNow, Salesforce,MySQL,Confluence, Google Analytics, Grafana, MS Excel, Balsamiq, Optimizely

Service Management

2016 - December 2016 (less than a year)

Bengaluru Area, India

- Improved revenue by 24% by introducing key measures after round-table discussions with business leaders
- Assisted teams for successful rollout of various ITIL processes using ServiceNow.
- Lead more than 500 high level technical and functional RCA's, and effectively communicated tasks to

Technical and non-technical teams and track them to successful completion.

- Conducted successful CAB meetings and release by approving changes and avoiding business conflicts
- Managed creative projects from concept to completion while managing outside vendors.
- POC of products and end to end implementations of the final product. (Opsgenie)
- Successful Integration of Grafana with monitoring tools.
- Excellent knowledge on ServiceNow tool.

Fico

3 years 10 months

Major Incident Manager

October 2014 - April 2016 (1 year 7 months)

Bangalore

- Monitor the datacenter to identify all the service interruption, Categorize, document, troubleshoot and escalate.
- Analyzing windows server event logs, application logs, Unix server logs, Querying the Database, Checking for unusual spikes on server using Vsphere client, restarting windows and Unix services and application level troubleshooting
- Lead and manage the outage conference bridge that is open during an outage. Chair and drive the support teams towards the resolution
- Manage all the Incident Communications sent across internal and external Stake Holders
- Record all the timely events and troubleshooting in the ticketing system. This will later be utilized in sending a detailed incident report and RCA
- Experience on the Salesforce Tool.

Product Support Specialist

July 2012 - April 2016 (3 years 10 months)

Bangalore

- Monitoring the application Job flow for failures and issues. Analyze the error logs of the identified failures and take the necessary action to resolve or escalate the failure.
- Performed Application deployment and maintenance.
- Analyse the errors occurred in the file transactions by querying the SQL Database server and reviewing the logs. Identify and resolve the issue from the analyzes made or escalate to the next level • Unix admin Tasks.

Education

Great Learning

Microsoft Azure Open AI, Artificial Intelligence · (March 2024 - August 2024)

Dayanada Sagar College of Engineering

B.E, Computer Science · (2007 - 2011)

St. Helens convent Darjeeling

Primary School, Primary education · (2007 - 2011)