Shreya Jain

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AI-Augmented Product Owner | 6 years driving secure, data-driven delivery for B2B SaaS & Global Operations

Product Owner with 6 years of experience leading AI-first product strategy, secure payment integrations, and agile transformations across B2B SaaS and luxury travel tech (mobile + web). Specialized in AI evals frameworks, DORA metrics, privacy-compliant systems, and translating complex requirements into production-grade solutions. Delivered products supporting $300M+ revenue portfolios with security-first architectures.

Experience

Travelopia – *Product Owner – AI & Operations | Apr 2023 – Present | Abu Dhabi, UAE*
Luxury Travel | $300M+ revenue portfolio | Global delivery across IST, GST, CST | Led agile transformation and AI-first product delivery for two flagship brands (TCS World Travel & Enchanting Travels)
- Engineered privacy-compliant AI sales call evaluator & frameworks for 120+ guest calls using Weights & Biases, conducted user interviews, domain expert surveys. Improved semantic relevance scoring confidence in manager reviews by ~30pp.
- Owned DORA metric dashboard strategy to identify squad's throughput bottlenecks reduced average cycle time from 100 to 20 days: by 80%.
- Transformed 1.5-year product backlog into a 3-week agile queue, boosted sprint predictability from 55% to 95%, within 4 months.
- Orchestrated global sprint rituals and roadmap alignment across tech and business, reduced blocked tasks and lead time, by ~70%.
- Delivered secure ACH payment integrations replacing manual check workflows, accelerated revenue recognition and security, processing $760K (10% of total volume) in first 12 days and improving NPS for US based clients.
- Assisted Artemis 2.0 migration to 3.0 ensuring zero downtime for operations; modernized the core tech stack for 200+ internal users.
- Coached QA team member and facilitated internal promotion to Business Analyst role, eliminating external hiring need.
- Authored comprehensive PRDs, standardized development handoffs, reducing rework by estimated 40%.
- Led a shared resource squad for 3 web brands (bringing 45% of the group revenue), optimizing engineering utilization.

Signeasy – *Data Analyst | Jan 2022 – Mar 2023 | Bangalore, India*
B2B SaaS – e-signing & document workflow enterprise mobile application
- Improved user retention by 10% through churn prediction insights; influenced pricing strategy changes that increased B2B conversion rates
- Influenced product prioritization through C-suite insights: Presented quarterly data-driven recommendations that shifted resource allocation to high-ROI features, directly impacting product.
- Consolidated 7 disparate data sources into unified Mixpanel dashboards, increased operational data visibility for 40+ stakeholders, by 10x.
- Led analytics enablement workshops for Marketing and CS teams doubled self-serve data adoption within 3 months.

Fusion practices – *Data & Engineering Analyst | Nov 2020 – Dec 2021 | Pune, India*
- Automated Azure-based data pipelines for large pension client reporting, achieved reporting accuracy >98%.
- Designed PowerApps workflows and validation schemas for the "PreAwards" investment platform, reduced data load errors by 30%.
- Mentored 4 junior analysts on SQL modeling and process checks, standardized team output quality, improving delivery speed.

Transabel – *ML Engineer Intern | Jun 2020 – Nov 2020 | Delhi, India*
- Enhanced instance segmentation and object detection KPIs for autonomous-car systems using YOLOv5, EfficientDet, and Mask R-CNN.
- Built data-wrangling and quality-check pipelines for in-house image datasets.

Selected product & AI prototypes

- **AI Tools' Ethical & Emotional Alignment Evaluation:** Designed and executed a comparative evaluation of four frontier LLMs using a 5-dimension rubric to assess emotional intelligence, boundary recognition, and ethical reasoning in sensitive relationship scenarios.
- **Handwritten-to-Doc Automation**: Automated parsing of scanned old notebook pages into structured, cleaned markdown docs. Saved weeks per document, preserved tables, diagrams, and flowcharts.
- **Receipt Reconciliation Plugin**: Built a tool to match uploaded receipts to bank statement entries using GPT-based fuzzy logic.
- **Mindforest: Emotional UX Web App**: Browser-based mindfulness app combining journaling, habit nudges, and voice check-ins. Designed minimal UI, used local storage + voice-to-text + timed prompts.

Skills

- **Product Management & Strategy:** Product Road mapping, PRDs, User Story Creation, Risk-Weighted Backlog prioritization, Agile/Scrum Delivery, OKR/KPI Design, Stakeholder Management, Cross-Functional Collaboration,
- **Security & Compliance:** PCI-DSS Payment Integration, OAuth2/SAML, GDPR-Compliant AI, Privacy-First Architecture, Zero-Downtime Migrations, Security Regression
- **AI & Technical Product:** AI Evaluation Frameworks, Prompt Engineering, LLM Capabilities Assessment, Context Engineering, GPT-based Workflows, AI-Driven Decision Systems, AI Ethics & Bias, Process Automation (Make, API), Workflow Intelligence & QA.
- **Data & Analytics:** SQL, Python, Data Modeling, DORA Metrics Tracking, Data Dashboarding, Insight Generation.
- **Tools:** No Code development, Jira, Confluence, Figma, Mixpanel, GA, Glassbox, Notion, Azure, ChatGPT, Perplexity, Lovable, Antigravity.

Education & additional information

Education: Bachelor of Technology in Computer Science Engineering (BML Munjal University, Gurgaon, India; 2016 - 2020)
- Recipient of the best all-rounder award; University Brand Ambassador – organized 15+ Events & mentored 30+ students
- Founder – Dance Society - recruiting team of 20, winning 3 competitions; Emcee – TEDxBMU; Secretary – Debate Club

Languages: English (Native/Fluent), Hindi (Native/Fluent), Korean (Beginner), Learning Arabic

Portfolio: itshreyajain.com