

DAMAK KUMAR VARSHNEY

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AI PRODUCT MANAGER | BUSINESS TRANSFORMATION | ENTERPRISE AI STRATEGY

SUMMARY

AI Product Manager and Salesforce Solution Architect with 2+ years driving enterprise AI transformation at OSTTRA, a KKR portfolio company, and 4+ years total in enterprise automation and product delivery. Architect of AI systems and Salesforce integration mappings processing 200,000+ monthly cases in Salesforce with >99% routing accuracy, and designer of prompts powering predictive sentiment analytics across 20,000+ client communications. Delivered 20+ FTE in total annualized savings (8 FTE annualized impact) and 80%+ adoption across 1,500+ enterprise users through Product Strategy, Salesforce Architecture, and rigorous adoption discipline.

WORK EXPERIENCE

Associate, AI Strategy & Ops Excellence (DigiOps Programme)

Jan 2026 – Present

OSTTRA (KKR Portfolio Company) | Cybercity, Gurugram, India

- Developed and deployed NEXUS for 300+ employees — an enterprise application centralizing skill matrix and operational tracking with role-based dashboards enabling self-service entry, bulk manager overrides, and executive telemetry; eliminated manual tracking overhead and unlocked real-time visibility into BAU vs. project workloads and skill gaps for cross-training.
- Spearheaded Generative AI-powered Auto-Triaging ecosystem processing 200,000+ monthly cases with >99% routing accuracy; reclaimed 4.9 FTEs through Process Automation and scaled duplicate flagging to 15,206 monthly checks recovering 1.88 additional FTEs.
- Led intelligent KYC and onboarding automation through API Integration with reference registry systems executing 751 monthly compliance screenings and automating checklist and investigation gathering; shortened cycle time 55% from 18 to 8 days, reclaimed 1.0 FTE, and established 100% audit traceability.
- Engineered autonomous failure management for 4,500+ monthly complex system alerts including LimitHub and TOC FIX disconnections; eliminated reactive triage burden by routing non-actionable items without human intervention.
- Designed AI prompts and led change management for predictive sentiment analytics across 20,000+ client emails monthly; engineered dual-category classification (positive, negative, neutral) for Client Services and Product, enabling proactive client outreach before escalation and decreasing escalations 20%.
- Contributed to the design and rollout of Dot, ODA, and Transformer Bot — RAG-based Conversational AI assistants powered by Vertex AI; supported the team that cut routine client information cases from 16% to 3%, freed 4+ FTE annually, and deployed across 24 knowledge initiatives.

Senior Operational Excellence Analyst

Feb 2024 – Dec 2024

OSTTRA | Cybercity, Gurugram, India

- Engineered SOX Compliance automation using Google Apps Script with audit trail maintained in Salesforce; eliminated 4.1 FTEs of manual user access review work, achieved 100% compliance, and compressed audit cycle from 45 to 5 days.
- Delivered 10+ continuous improvement initiatives applying Lean Six Sigma and Agile across client services and trading operations; unlocked 2+ FTE in quantitative savings.
- Directed Microsoft to Google Workspace migration during Tel Aviv-to-India transition; removed VDI dependency for client services documentation, cut access latency 40%, and freed 0.4 FTEs.

Credit Analyst Intern

Feb 2023 – Apr 2023

Kotak Mahindra Bank | Delhi NCR, India

- Evaluated 4+ MSME working capital credit applications analyzing financial statements and creating credit memos; delivered recommendations contributing to ₹7 Cr in loan disbursements and underwriting decisions.

React Native Developer

Apr 2021 – May 2022

RPQ IT Services | Noida (Sector 16), India

- Developed 5+ production mobile applications using React Native with advanced state management; managed full Software Development Life Cycle from requirement gathering through production deployment for iOS and Android, and architected cross-platform build pipelines with CI/CD integration.

React Native Developer

Nov 2020 – Mar 2021

Markup Designer | Noida (Sector 62), India

- Engineered React Native mobile applications with REST API integration and asynchronous data handling; collaborated with design teams using Figma and Adobe XD to translate wireframes into production code, and optimized performance achieving 40%+ faster load times through code splitting and lazy loading.

EDUCATION

Post Graduate Programme, Finance & Analytics — ICAI Business School, Gurgaon | 2022 – Apr 2024 | CGPA: 9.0/10

MBA, Finance & Analytics (Online, concurrent with OSTTRA role) — IFHE Hyderabad | 2022 – Jul 2024 | CGPA: 8.75/10

Bachelor of Computer Applications — Birla Institute of Technology, Mesra | 2017 – 2020 | CGPA: 7.52/10

SKILLS

AI and LLM Stack: Vertex AI, Google Gemini, Generative AI (GenAI), Machine Learning, RAG Pipelines, Vector Embeddings, Prompt Engineering, LLM Optimization, Conversational AI, Predictive Sentiment Analysis, Agentic Workflows, LLM-Powered Automation, ChatGPT

Cloud and Data: Python, SQL, Google BigQuery, ChromaDB, Google Cloud Platform (GCP), Looker Studio, Power BI, Data Analytics, Business Intelligence, Data Engineering, Metrics-Driven Analysis

Product and Tools: Salesforce (Administration, Dashboards, Case Management, Custom Fields, Workflow Automation), Jira, Confluence, Google AppSheet, Google Apps Script, REST APIs, API Integration

Product Management: Product Strategy, Requirements Definition, Roadmap Development, User Adoption, Feature Prioritization, Sprint Planning, KPI Tracking, Stakeholder Communication, Executive Reporting, Cross-Functional Leadership, End-to-End Ownership

Methodologies: Lean Six Sigma, Agile/Scrum, LUMA Design Thinking, Process Reengineering, Change Management, Stakeholder Enablement, Continuous Improvement, Data-Driven Decision Making, Cost Optimization

CERTIFICATIONS

Google Data Analytics Professional Certificate, Google (2022) | Certified Data Scientist, Henry Harvin Education (2022) | SQL Certification, DataCamp (2022)

RECOGNITION

- Featured in Times of India, InspireTech 2025 — Enterprise AI and Automation Systems
- Highflyer Award, OSTTRA Q1 2026 — Looker analytics and Salesforce auto-triaging impact
- Trendsetter Award, OSTTRA Q1 2025 — SOX Compliance automation
- 1st Prize, LUMA Design Thinking Challenge, Protiviti 2023
- Multiple Quarterly Spot Awards, OSTTRA 2024 – 2026