

DAMAK KUMAR VARSHNEY

AI Product Manager • Business Transformation • Enterprise AI Strategy

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POSITIONING: AI Product Manager and Salesforce Solution Architect with 2+ years driving enterprise AI transformation at OSTTRA (KKR Portfolio) and 4+ years total in enterprise automation. Architect of AI systems and Salesforce integration mappings processing 200,000+ monthly cases with >99% accuracy. Designer of prompts powering sentiment analytics across 20,000+ client communications. Combines technical build depth, financial-services expertise, and enterprise adoption discipline.

20+ FTE SAVED	200K+ CASES MONTHLY	1,500+ USERS	55% FASTER KYC	>99% ACCURACY	20% LESS ESCALATIONS
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OPERATING AT ENTERPRISE SCALE

200,000+ 4,500+	cases routed monthly system alerts handled	20,000+ 751	client emails analyzed compliance screenings monthly	71 1,500+	AI initiatives delivered active users at 80% adoption
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SELECTED CASE STUDIES

NEXUS — Skill Matrix & Operational Intelligence Before: Manual tracking across 300+ employees → After: Role-based self-service platform Impact: Real-time BAU vs Project visibility Executive telemetry Personal Lead	Auto-Triaging Ecosystem Before: Manual L1 triage burden → After: Autonomous routing at scale Impact: 200K+ cases >99% accuracy 6.78 FTE reclaimed Personal Lead
KYC & Onboarding Automation Before: 18-day manual vetting → After: 8-day automated cycle Impact: 55% faster 751 monthly screenings 1.0 FTE reclaimed Personal Lead	Autonomous Failure Management Before: Manual alert triage → After: Self-routing intelligence Impact: 4,500+ alerts monthly Zero human triage Personal Lead
Predictive Sentiment Analytics Before: Reactive escalation handling → After: Proactive client outreach Impact: 20K+ emails monthly 20% fewer escalations Prompt + Change Lead	Dot, ODA & Transformer Bot Before: Manual client query support → After: RAG-powered self-service Impact: 16% to 3% case reduction 4+ FTE freed 24 initiatives Contributing Member

CAPABILITY STACK

AI / LLM Stack	Vertex AI · Gemini · RAG · Prompt Engineering · Conversational AI · Predictive Sentiment · Agentic Workflows
Cloud & Data	Python · SQL · BigQuery · ChromaDB · GCP · Looker · Power BI · Data Analytics · BI
Product Management	Product Strategy · Roadmapping · User Adoption · KPI Tracking · Cross-Functional Leadership
Methodologies	Lean Six Sigma · Agile/Scrum · LUMA Design Thinking · Change Management · Continuous Improvement
Financial Domain	OTC Markets · Reference Data · KYC/AML · SOX · Trade Failure Management · Regulatory Reporting

RECOGNITION

- ★ Times of India Feature — InspireTech 2025 (Enterprise AI & Automation)
- ★ Highflyer Award — OSTTRA Q1 2026 (Looker & 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

PGPM Finance & Analytics, IBS Gurgaon (CGPA 9.0/10, 2024)	MBA Finance & Analytics, IFHE Hyderabad (CGPA 8.75/10, 2024)	BCA Computer Science, BIT Mesra (CGPA 7.52/10, 2020)
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