Ashish Mangal

Summary: Product Manager with 8+ Years of Driving Product Innovation, Strategy & User-Centric Solutions

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PROFESSIONAL EXPERIENCE_____

Supply Chain Product Manager III (Contract under Insight Global), Sam's Club, Bentonville, AR   04/2025- Present
- Prevented **$5.5M** in stranded inventory and averted **$30M+** in planned order cancellations, contributing directly to **service-level improvement** and **revenue protection**.
- Redesigned optimization tools achieving **2× productivity**, enabling faster decision-making and enhanced scalability while collaborating with **20+ engineers** and **15+ business and finance stakeholders**.
- Managed multiple replenishment and supply chain optimization products, delivering end-to-end inbound and outbound solutions with **>98% execution reliability** and **on-time delivery improvements**.
- Identified multi-million-dollar topline growth and bottom-line savings opportunities, designing solutions that drove **cost reduction**, **inventory efficiency gains**, and **operational stability**.
- Built comprehensive replenishment optimization capabilities improving **inventory accuracy**, **capacity utilization**, and **labor efficiency**, reducing operational risks and disruptions.

Technical Product Manager, Oakwell Operating Company LLC, Boston, MA   12/2024- 02/2025
- As Product Owner within an Agile framework, led the evaluation and implementation of sustainability reporting technology, assessing five vendors, automating key data collection, and enhancing reporting efficiency.
- Formulated a data-backed proposal for 12 accessibility improvements, enhancing B2B user experience and compliance with WCAG, becoming the **'go-to accessibility expert'** on the product team.
- Launched an online comprehensive product marketing strategy for Oakwell, capturing **300+ decision-makers,** and achieving a **20% engagement hike** using LinkedIn interactions and refined content strategies.
- Facilitated comprehensive UX audits and rigorous usability testing, pinpointing **25 critical usability issues** and **15 technical malfunctions**, which enhanced user satisfaction **scores by 25 points**.

Technical Product Manager, Boston Medical Center (BMC), Boston, MA   01/2024-11/2024
- Transformed product development by integrating design thinking principles, spearheading the successful launch of Oakwell, a sustainability management portfolio targeting **626 health systems** to reduce operational costs.
- Directed market research efforts, defining a $1.6 billion serviceable obtainable market (SOM), analyzing the competitive landscape, and providing **strategic insights** to refine Oakwell's **business strategy**, targeting 14%-26% of US hospitals.
- Pioneered a machine learning model for predictive maintenance of metering systems, forecasting equipment failures with 87% accuracy, decreasing downtime and supporting BMC's operations.
- *Constructed RESTful API interface and BACnet-enabled feedback system, developing a seamless integration system for HVAC and building management systems, leading to 20% faster data processing speeds.*
- *Architected a scalable serverless infrastructure using AWS Lambda and API Gateway, optimizing resource allocation based on actual demand, reducing infrastructure costs by 30%, and improving product delivery of **technology solutions.***

Director and Co-Founder, Digiinbox Technology Pvt. Ltd., New Delhi, India   03/2019- 07/2024
- Drove product criteria definition and UX research initiatives with **Google US and PCI NGO**, supported by the **Bill & Melinda Gates Foundation**; delivered progressive web app gaming solutions for 2 device platforms.
- Implemented user-centric solutions and change management strategy to enhance user engagement and drive adoption, targeting 0.5M migrant couples in Bihar, India, and performed iterative A/B testing with 200 couples.
- Leveraged robust data analytics to attain a **27% product adoption** rate for the gaming app, and elevated user satisfaction by 35% for family planning solutions through targeted product positioning.
- Revamped gaming app specifications using user feedback from **300+ players**, collaborating with engineering to deliver redefined product requirements, increasing user retention by 20% within the first quarter.
- Identified and resolved approximately 78 critical bugs and performance issues, utilizing root-cause analysis techniques to prevent recurrence and improve system stability.
- Instituted Agile methodologies across product teams, accelerating feature delivery by 30% and improving alignment with overall product objectives, directly resulting in increased user satisfaction scores.

Technical Product Manager Intern, Boston Medical Center, Boston, MA   06/2023- 08/2023
- Piloted cross-functional collaboration to pioneer AI-based deep learning models for **occupancy forecasting** throughout healthcare facilities within Menino Building, forecasting occupancy within 2 rooms.
- Achieved 75-78% **model accuracy**, driving an estimated **500-700 MWh annual energy savings**.
- Spearheaded **UX research** and audits for a real-time energy analytics dashboard, leveraging existing data management across four BMC buildings, uncovering insights into energy consumption patterns.

EDUCATION_____

Carnegie Mellon University, Pittsburgh, PA   08/2022- 12/2023
Master of Integrated Innovation for Products & Services- Advanced Study

Dr. A. P. J. Abdul Kalam Technical University, Ghaziabad, India   08/2013- 06/2017
Bachelor of Technology in Computer Science
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SKILLS_____

Technical Proficiencies: Java Core, Python (Advanced), SQL (Intermediate), MATLAB (Intermediate), PyTorch (Intermediate), Tableau (Intermediate), Google Cloud Platform, information technology

Machine Learning Techniques: LLMs, Predictive Maintenance Solutions for Energy Efficiency & Maintenance operation.

Product Management Methodologies: Jira, Confluence, Agile Frameworks for Product Development; Design Thinking for User-Centric Solutions; Market Research for Competitive Analysis.

UI/UX Design Tools & Techniques: Figma and Protopie for Prototyping; Adobe Suite for Visual Design; User Testing Methodologies; Wireframing and Interaction Design.

PROJECTS_____

Product Manager (Capstone), MACK & Volvo Groups Capstone   2023
- Developed a Machine Learning based SaaS solution for daily inspection and maintenance for 10,224 MACK Trucks Owner/Operators in the U.S. construction sector, optimizing operational efficiency.
- Drove consensus across product, engineering, and marketing teams by integrating user insights gathered from Brandwatch and Viral Moments, which streamlined the development of 3 high-potential product ideas.

Product Manager, Nike   2023
- Created a data-driven marketing strategy to address holistic fitness and female health challenges primarily for 25% of the Women apparel market share of Nike.
- Conducted user research and competitive & market analysis using Brandwatch & Viral Moments, synthesizing 14 initial concepts into 3 high-potential product ideas aligned with Nike's brand vision and consumer needs.

Product Manager, CMU with Mobility21   2022
- Designed and led the product development of an AR-based 3D transit navigation system to improve bus information accuracy and enhance 45.6 Million- TAM and 100 thousand SOM users.
- Conducted 20+ user interviews to pinpoint key pain points in transit navigation, resulting in a redesigned bus route suggestion feature, which was lauded by Mobility21 officials for user-friendliness.