

Contact

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Top Skills

Product Management
Talent Acquisition
Employee Training

Languages

English (Full Professional)
Hindi (Professional Working)
Telugu (Native or Bilingual)

Shivani Kolala

Product Leader | CCaaS | Integrations | Cx | Payments | Digital Lending
Hyderabad, Telangana, India

Summary

Seasoned product leader with experience in building and scaling digital products in the B2B SaaS and fintech domains, leveraging AI and Large Language Models (LLMs) to drive innovation. Demonstrated expertise by driving product launches from concept to commercialization with an emphasis on user experience, AI-driven innovation, and delivering value. Proven ability to navigate the complexities of scaling diverse products across different markets.

Experience

Cisco

Product Leader

September 2021 - Present (4 years 9 months)

Hyderabad, Telangana, India

- Currently working on building a CCaaS solution leveraging LLMs to evaluate and improve human and AI agents, ensuring consistent, compliant, and effective customer service.
- Aiming to reduce QA of agents time by 80% while ensuring 100% of conversations are evaluated, enhancing customer service quality and enabling effective agent coaching.
- Spearheaded the concept, design, and launch of an integrations platform that enables developers to create pre-built actions for AI Agents from third-party systems.
- Developed a pipeline leveraging Large Language Models (LLMs) to automate action configuration, reducing setup time from 1 week to just 2 hours, boosting developer productivity and time-to-market.
- Enabled the rapid scaling of the AI Agent action repository, allowing developers to add hundreds of actions in a short time frame, greatly enhancing the capabilities of AI Agents
- Led an enterprise B2B SaaS application, built on WebRTC to enable virtual consultations for service sector

- Doubled the revenue to \$20M/year by delivering product features that boosted user adoption by 20%
- Leveraged data driven insights to identify products and fuelling product roadmap for continued growth

Axis Bank

Senior Product Manager

February 2019 - August 2021 (2 years 7 months)

Mumbai, Maharashtra, India

Lead the product team for small business digital loans and responsible for delivering new age digital products / capabilities, process management and driving business while complying with audit and regulatory guidelines. Scaled up the business by over 100% and launched two new variants by liaising with policy, risk, channel partners and marketing teams. Led marketing campaigns liaising with marketing team to increased user engagement by 25%. Effectively streamlined product road map management, user story creation, grooming and prioritisation to reduce time to market.

Conceptualised and launched Personal Loans for Known to Bank segment using alternate credit model. Launched first native personal loan journey using APIs in collaboration with a leading UPI player. Delivered partner specific user journeys for leading Fintechs and Consumer tech firms resulting in 2 new partner acquisitions. Designed construct for API suite for Personal loans to strengthen product suite.

Aditya Birla Group

3 years 7 months

Product Manager at Aditya Birla Payments Bank

July 2017 - January 2019 (1 year 7 months)

Mumbai, Maharashtra, India

Handled the development of an end to end innovative digital payment platform for B2B and B2C businesses. Developed a no frill invoice module to enable SME /MSMEs to digitise their invoice management which results in 8% savings to clients. Enabled NACH / eNACH solution by collaborating with NPCI and developed NACH user interface for clients that reduces invoice overheads by 10%. Analysed the cost of payments for a leading financial services company and provided recommendations for cost reduction of up to 15% on payments

Assistant Manager at Aditya Birla Payments Bank

July 2015 - June 2017 (2 years)

Mumbai Area, India

Strategized acquisition model for onboarding merchants on payments bank. Established strategic partnerships and acting as a liaison with key brands like BMS, MMT. Drove acceptance points and achieved throughput by engaging with the merchants. Defined and tracked performance metrics for merchants. Studied partner behavior across 30+ retail outlets in south Delhi and provided recommendations for boosting partner engagement.

Bharat Petroleum Corporation Limited

Summer Intern

April 2014 - June 2014 (3 months)

Kolkata Area, India

Successfully finished research project "Redundancy in Roles: Identifying redundant roles and the ways of redeployment". Conducted an organization wide study to identify the problem for lesser productivity and increasing costs in non-managerial cadre employees. Identified that redundancy in roles as a major problem. Recommended the tasks that can be outsourced to reduce the costs.

Tata Consultancy Services

Associate System Engineer

December 2012 - May 2013 (6 months)

Hyderabad Area, India

Education

IIM RAIPUR

Post Graduate Diploma in Management, Marketing · (2013 - 2015)

Padmasri Dr.B.V.Raju Institute of Technology

Bachelor of Technology (B.Tech.), Computer Science · (2008 - 2012)