AMIT PANDEY

Principal Product Manager | AI Product Leader | Agentic AI, Copilot, CRM/MarTech & Enterprise Platforms

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EXECUTIVE SUMMARY

Enterprise product and digital transformation leader with 22+ years of experience building and scaling CRM, partner ecosystem, commerce, enterprise workflow, and AI-enabled platforms across Microsoft, Shell, BD, Deloitte, Tata Power, and Capgemini. Leads AI-first product initiatives across Copilot experiences, intelligent business workflows, customer and account intelligence, and decision-support systems. Known for translating complex enterprise needs into scalable product roadmaps, adoption, efficiency, and revenue outcomes across global organizations.

CORE CAPABILITIES

- **AI Product Management:** agentic AI, Copilot experiences, LLM workflows, AI-native CRM, decision support, product experimentation.
- **Enterprise Platforms:** CRM/MarTech, partner ecosystems, B2B eCommerce, ERP, SAP S/4HANA, SAP CX, Adobe Experience Manager, Magento.
- **Product Strategy & Execution:** roadmap definition, prioritization, analytics, customer feedback loops, adoption, GTM alignment, stakeholder management.
- **Transformation Leadership:** global delivery models, platform modernization, agile operating models, cross-functional leadership, mentorship, community leadership.

PROFESSIONAL EXPERIENCE

Microsoft | Principal Product Manager | *August 2022 - Present*

- Lead AI-first CRM and MarTech product initiatives focused on intelligent business workflows, core platform modernization, and revenue-supporting experiences.
- Led enterprise platform initiatives across partner, seller, and CRM workflows, partnering with engineering, design, and business teams to deliver scalable product capabilities.
- Drove roadmap and feature launches that increased user engagement by 30% and improved workflow efficiency through Copilot-enabled experiences.
- Built data-driven customer and account research capabilities that strengthened commercial insights, decision-making, and deal progression.
- Supported commercial ecosystem scale across 450,000 partners and 140,000 active memberships through product strategy and platform improvements.
- Delivered roadmap outcomes that increased partner engagement by 40% and generated $15M in additional annual revenue.
- Improved adoption and responsiveness through structured prioritization, customer feedback loops, and analytics-led product decisions.

BD (Becton Dickinson) | Delivery Center Lead, Technology Group Services | *September 2021 - August 2022*

- Established the India Technology Hub as a delivery center and built an 85-member organization across SAP, integration, data science, automation, testing, release management, and application operations.
- Partnered with global leadership to implement a hybrid delivery strategy, improving uptime by 15% across ERP and non-ERP systems.
- Increased project delivery velocity by 40% through scaled agile adoption, operating model design, and process optimization.
- Introduced intelligent automation that saved over 200 hours per month by eliminating redundant manual workflows.

Shell | Head of Product Engineering - eCommerce / Digital Hub Lead | *March 2016 - September 2021*

- Directed a team of 110 engineers and product managers for Shell's global B2B eCommerce platform, with accountability across delivery, roadmap execution, and platform modernization.
- Delivered eCommerce architecture improvements using Adobe Experience Manager and Adobe Magento, improving peak load performance by 40% and reducing server response times below 5 seconds.
- Led transition to a microservices architecture integrated with SAP CX, enabling bi-weekly releases and reducing transaction latency by 50%.
- Championed strategic roadmap development that improved stakeholder alignment and reduced delivery delays by 30%.
- Built and scaled a digital hub for APMESA and contributed to Industry 4.0, SAP, eCommerce, and anti-counterfeiting innovation initiatives.

Earlier Career | Enterprise Platforms, SAP, EAM, Consulting, and Engineering Roles | *2004 - 2016*

Held progressively senior roles across Deloitte, Tata Power, Capgemini, Holcim, Wipro Infotech, Reliance Info Solutions, and HEG Ltd., spanning SAP consulting, enterprise asset management, utilities, manufacturing, oil and gas, and large-scale platform delivery.

Public ATS resume - contact via listed digital channels only. No phone number or home address included.

SELECTED AWARDS & RECOGNITION

- **Top 20 Builder - Emergent VibeCon 2026 (India):** recognized among top builders nationwide for BuildWise, an AI-powered product planning and sprint-zero acceleration system.
- Microsoft Global Hackathon top awards across 2023, 2024, and 2025 for AI and LLM-based product prototypes.
- Microsoft Global Hackathon Honorable Mention and MOSAIC AI Buildathon Honorable Mention for agentic AI and product workflow innovations.
- Perplexity AI Business Fellowship recognition for building and showcasing AI-powered product management systems.
- Shell Vice President Award (2018), CIO Award (2018), Vice President Award (2017), and Innovation Award (2016) for digital hub, Industry 4.0, SAP, and blockchain-based anti-counterfeiting initiatives.
- Multiple Deloitte APPLAUSE awards for contributions to Power & Utilities preconfigured solutions and SAP campus recruit training.

CREDENTIALS

- Crystal Training for Advanced PM Skills - Product Faculty.
- Certified Blockchain Expert - Blockchain Council; Certified IoT Professional - Collabera.
- Digital Product Management Specialization; Professional Scrum Master I.
- Certified Metaverse Expert; Certified Chatbot Expert.

COMMUNITY LEADERSHIP & MENTORSHIP

- Site Lead, GLEAM at Microsoft: led initiatives for Microsoft's LGBTQIA+ employee resource group, increasing participation by 25% through targeted outreach and community programs.
- Mentor for early and mid-stage product managers, supporting career growth, product craft, and transition into AI-enabled product roles.
- STEM and disability advocacy: mentor students and professionals with disabilities and cognitive disorders to support skill development and career progression.

EDUCATION

- Executive Master of Business Administration - Sikkim Manipal University.
- Bachelor of Engineering, Mechanical - SATI Vidisha.

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