Sachin Goyal

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Product Manager

Product manager with 5+ years across AI customer support, wealthtech and B2B SaaS. At Lifelong Online I run the AI support program, where an AI assistant now closes about 1 in 4 tickets without an agent. Before that I led the B2B pivot of a wealth platform that reached 1,000+ partners and INR 100 Cr AUM in six months. CS engineer and former founder.

WORK EXPERIENCE

Lifelong Online **10/2025 - Present**
Product & Program Manager – AI CX Automation **Gurugram**

- Moved first-line support to an AI assistant across WhatsApp, live chat, email, Instagram and inbound voice. It now handles 57K+ tickets and closes ~25% end to end with no agent.
- Designed 50+ automated flows (installations, service requests, refunds, replacements, invoices) and connected the assistant to ERP, Unicommerce, Shopify, Razorpay and Shiprocket for live order data.
- Added sentiment-based routing that hands frustrated or agent-seeking customers to a person with full context. Escalation CSAT went from 2.0 to 4.3 (+115%).
- Consolidated support from two call centres to one, reducing the team by 80 agents.

QuickSun Technologies **04/2024 - 09/2025**
Product Manager – B2B Wealth Platform (EazyHaina) **Gurugram**

- Saw that mutual fund distributors had the sharper problem and pivoted the product from B2C to B2B. 1,000+ partners joined and AUM crossed INR 100 Cr within six months.
- Built one agent dashboard for BSE/NSE execution, KYC/KRA onboarding, 40+ AMCs, 30+ insurers, digital gold and silver, and loans against securities.
- Shipped payment collection, SIP reminders and due-date tracking to cut agents' manual follow-ups.
- Took product, engineering and QA through regulated launches with BSE, CAMS, KFintech, Digio and Augmont integrations.

Voxturr **10/2022 - 03/2024**
Associate Product Manager Client products in fintech, proptech, edtech and travel **Gurugram**

- JM Financial (BlinkX): launched Refer & Earn for 100K+ users, bringing in 20K+ new demat accounts and a 90% lift in feature adoption.
- Took a BTL marketing tool from concept to MVP; it went on to generate INR 5 Cr+ in revenue.
- Wave City: rebuilt the township resident app from user interviews, growing DAU on a platform processing INR 7 Cr+ a month.
- Angel One: relaunched the Smart Money LMS with gamification. GoStops: launched GoCash credits and app self check-in to lift booking conversion.

Hudware Solutions LLP **05/2021 - 10/2022**
Product Associate **Remote**

- B2B SaaS suite for small hardware retailers (marketplace, inventory, sales, warehouse). Worked on the ground with shopkeepers and turned their workflows into requirements and user stories.

MerchantSaheb **09/2018 - 04/2021**
Founder Student venture **Mathura**

- Built a peer-to-peer rental marketplace for cameras, laptops and two-wheelers. Reached 500+ users with a 25-person team; incubated at GLA University Startup Launchpad.

EDUCATION

B.Tech, Computer Science & Engineering
GLA Institute of Technology and Management — Mathura • 01/2017 - 01/2021

CERTIFICATIONS

Product Management Fellowship
NextLeap

Jira Fundamentals
Atlassian

SKILLS

Product: A/B testing, Agile, GTM, PRDs, product analytics, Product strategy, roadmaps, stakeholder management, user research

AI: AI agents, conversational and voice AI, Generative AI, LLMs, process automation

Domain: B2B SaaS, e-commerce customer experience, Fintech and wealthtech (mutual funds, insurance, KYC)

Tools: ChatGPT, Claude, Cursor, Excel, Figma, Google Analytics, JIRA, Lovable, Mixpanel