

SAYOOJ N

Senior Product Lead | Product Management

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Summary

Senior Product Lead with 9+ years of experience across product management, program operations, customer experience, and entrepreneurship, including 2+ years of end-to-end product leadership. Leads roadmap planning, discovery, delivery, analytics, support operations, and platform reliability for Mentor To Go, an Android and web mentoring platform with 83,000+ registered users. Delivered measurable outcomes including increasing inbuilt video-call adoption from 10% to 70%, increasing scheduled-call participation from approximately 20% to 50%, launching a government-platform SSO integration, and maintaining approximately 99.89% platform uptime.

Core Competencies

Product Strategy & Roadmaps | Product Discovery | User Research | Prioritization | PRDs | User Stories & Acceptance Criteria | Product Analytics | Agile Delivery | Release Management | Stakeholder Management | UX & Wireframing | QA & UAT | Platform Reliability | Product Operations | Process Automation | Data Privacy

Professional Experience

Senior Product Lead, MENTOR TOGETHER	04/2024 – Present
Lead product development, release management, support operations, and platform reliability for Mentor To Go, serving 83,000+ registered mentors and mentees and 10,000+ users during a typical active program cycle.	Bengaluru, India
• Built the product-development operating model from the ground up and introduced Jira-based roadmap, sprint, and release management; coordinate a five-member delivery group shipping approximately two to four releases per month. • Conducted 50-60+ user interviews and analyzed approximately 300-400 support tickets to identify problems, validate solutions, and reprioritize the roadmap. • Increased inbuilt video-call adoption from 10% to 70% and scheduled-call participation from approximately 20% to 50% through improved calendar workflows, recurring events, personal-calendar integration, and phone-style Android alerts. • Launched a one-click JWT-based SSO and API integration with the National Career Service under the Ministry of Labour and Employment in approximately three weeks, onboarding 600+ users without manual follow-up. • Coordinated AWS load balancing, Redis-backed user sessions, and on-demand capacity to prepare for unpredictable integration traffic while balancing performance and cost. • Introduced UUID-based PII masking for operational exports and led communication, training, adoption, and workflow changes across internal teams. • Automated operational reporting through AWS S3, Google Cloud APIs, and Google Sheets, removing approximately 30 minutes of manual work per day for three to four people. • Established platform monitoring and support SLAs using AWS CloudWatch, Sentry, Firebase, UptimeRobot, and automated alerts; maintained approximately 99.89% uptime and critical-issue resolution within four hours.	

Community & Design Specialist, MENTOR TOGETHER

09/2023 – 04/2024

Bengaluru, India

- Mobilized the existing community of working professionals and enrolled mentors for a placement-support cycle with no new external outreach.
- Supported program communication, brand consistency, user interaction, and experience-improvement initiatives.

Program Manager, MENTOR TOGETHER

10/2022 – 09/2023

Bengaluru, India

- Led the inaugural Placement Creation Mentorship Program for 100 final-year engineering students and 26 software-industry mentors across eight sessions.
- Achieved approximately 45% mentorship completion versus an overall cross-program average of approximately 35%; one participant later converted BT Group internships into full-time roles.
- Presented performance data, insights, risks, and strategic recommendations directly to the CEO.

Co-founder & CEO, SOLOCLASSROOM

02/2020 – 10/2022

Kerala, India

- Founded and operated an education-content initiative, paid course platform, and student community; owned product concept, platform design, onboarding, payments, marketing, content, customer experience, and operations.
- Built the platform using SaaS products and customized WordPress themes; grew the YouTube channel to 2,600+ subscribers and 200,000+ cumulative video views.
- Acquired 33 paid users and generated INR 1 lakh+ in revenue.

Program Coordinator | Workshop & Customer Experience Manager,

05/2015 – 01/2018

*EDUBRISK KNOWLEDGE SOLUTIONS PVT. LTD*Bengaluru and Kochi,
India

- Progressed through three roles spanning program operations, customer experience, workshop delivery, stakeholder management, and team leadership.
- Led a 14-member operations group and managed a five-member customer-support team.
- Led 120+ educational workshops reaching more than 7,200 students and collaborated with the platform team on assessment and learning-tool improvements.

Tools & Technical Knowledge

Jira, Figma, GitHub, Django Admin, Firebase, AWS CloudWatch, Sentry, UptimeRobot, Google Apps Script, Claude, APIs, Google Workspace, Excel, Google Sheets, AWS hosting, Jitsi, performance monitoring, and cloud-cost trade-offs.

Education

Bachelor of Technology in Electronics and Communication Engineering,

07/2010 – 03/2014

Government College of Engineering Kannur, Kannur University

Kerala, India