

# Tharun Kumar S

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## SUMMARY

Product-focused MBA (IIM Calcutta) with 2.5+ years of experience in systems engineering, platform migrations, and process automation at Infosys, complemented by a product management internship at Simpl (fintech). Strong in root-cause analysis, KPI-driven decision-making, payment funnel optimization, and stakeholder management. Proven ability to ship data-driven interventions that move retention, payment success rates, and operational efficiency metrics. Passionate about building scalable product experiences in fintech, SaaS, and platform businesses.

## EXPERIENCE

### Product Management Intern, Simpl Apr 2024 – May 2024

*Improved M1 retention by 10% through payment behavior interventions* Bengaluru

- Conducted 100+ user interviews across four cohorts to identify root causes behind delayed and failed payments, directly shaping the roadmap for Simpl's Pay-after-Delivery(SPaD) flow
- Designed and shipped data-driven SMS and in-app nudges after evaluating multiple levers, reducing delinquency by 18% and improved overall payment success rate by 12%
- Analyzed end-to-end payment funnel drop-offs and repeat purchase behavior, driving a 20% increase in repeat transactions and 15% uplift in M1 user retention
- Mapped high-risk merchant journeys and failure modes, contributing to a 15% improvement in SPaD P&L value

### Systems Engineer, Infosys May 2019 – Sep 2021

*Reduced metric reporting time by 70% via automated dashboards* Bengaluru

- Designed and automated 10+ KPI dashboards for cross-functional stakeholders, reducing metric reporting TAT by 70%
- Led migration of 5 legacy .NET applications to Salesforce and DBaaS, cutting tech-debt related incidents by 40%
- Built an internal API-based tool to automate high-volume customer communications across 7+ countries, improving delivery speed by 3x and reducing manual intervention by 80%
- Standardized L1 support by authoring 30+ knowledge articles & delivering 70+ hrs of KT, reducing escalations by 50%
- Achieved a 100% resolution rate across 500+ tickets and service requests in ServiceNow while meeting all SLA timelines
- Developed a JS bulk-migration script for NAS to AWS S3 migration, saving 80+ man-hours in data-processing efforts
- Automated file-server cleanup workflows for 4,000+ assets via scheduled jobs, reducing operational risk exposure by 60% and freeing up 15+ hours/month of manual effort
- Ranked in top 5% of a 400+ trainee cohort; received High Five Award and client appreciations for proactive support

## LEADERSHIP

### Head, Internet Solutions Group, IIM Calcutta Mar 2024 – Feb 2025

*Managed campus IT for 5,000+ users across 7 program offices* Kolkata

- Managed campus IT ops for 5000+ users, overseeing account provisioning & access control as Google Workspace Admin
- Spearheaded migration of 5 applications from AWS to Azure, coordinating technical scoping with 3 external vendors
- Resolved 100+ cross-functional IT issues by collaborating with 20+ student bodies & 7 campus program offices jointly
- Built 200+ courses on Moodle for 1000+ students & 80+ professors; recruited and led a specialized 9-member core team

## EDUCATION

### Indian Institute of Management Calcutta Jun 2023 – Apr 2025

*Management of Business Administration | 6.07/9.0* Kolkata

CAT 2022: 99.81%ile (99.93%ile DILR) | Aditya Birla Scholar (INR 12L)  
National Runner-Up, AmEx Strategy Case Competition (3,300+ participants)

### Vellore Institute of Technology Jun 2015 – May 2019

*B.Tech, Electronics & Communication Engineering | 8.75/10.0* Vellore

## SKILLS

**Product:** Product strategy, problem discovery, RCA, KPI design, funnel optimization, stakeholder management

**Analytics:** SQL, Excel (advanced), Python

**Data & Tech:** JavaScript, Jira, Salesforce, AWS, Azure, Moodle

**Languages:** English (Fluent), Tamil (Native), Telugu (Fluent), Hindi (Moderate), Kannada (Basic)