



Shantnu Agarwal

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Summary

Engineer turned Product Manager with 5 years of experience leading high-impact digital products in health-tech. Experienced in owning products from strategy to execution, influencing cross-functional teams, and delivering solutions across consumer, B2B, and government ecosystems. Recognised for combining deep technical understanding with customer-centric product thinking and strong execution.

Professional Experience

Senior Technical Product Manager | Bajaj Finserv Health Limited | Bengaluru, India

- Fully owned end-to-end scoping, planning, solutioning, development, testing and delivery of a B2B software SaaS deal with Government of Kerala, marking the first ever software revenue for the company from the government business division covering 70 lakh lives and 20 lakh insurance claims.
- Upgraded information security at BFHL-Vidal by implementing 2FA on all internal and external apps.
- Worked with the Strategic Operations Group for 9 months, closely working with business heads and engineering managers to ensure that most business pain points were resolved with optimal solutions at the earliest.
- Plugged major revenue leaks by working with business, operations and technology teams and modifying how certain insurance rules are applied (particularly copayment and ailment cap), and automated them.
- Built the key framework and critical inputs for a new SDLC as part of the LRS 2026, with the goal of transiting the company from a healthcare service provider to a B2B SaaS where software products and their quality are paramount.

Technical Product Manager | Bajaj Finserv Health Limited | Pune, India

- Owned the primary policy utilisation user journey on the Bajaj Health App and Website for 3 years as it scaled from 2,000 claims per month to 1,00,000+ claims per month.
- Built an organisation-wide localisation framework with initial support for 6 Indian languages. This helped us provide localised front end digital journeys to users on our website, as well as on partner apps through app-in-app experiences.
- Led the solution, development, release and production monitoring of a revamped policy utilisation workflow that helped handle 800+ insurance product configurations with ease.
- Designed and implemented a solution that secured our file system, allowing a central repository of files, mitigating against risks of cyber-attacks by use of token, file references, etc.
- Worked with 20+ B2B partners (insurance companies, brokers, aggregators, HR platforms) to integrate high-throughput and revenue-critical APIs for policy issuance, data synchronisation, SSOs, etc.
- Improved production monitoring by building metric and logs based real-time alerts. Simultaneously improved internal processes to reduce reaction times.
- Took a very strong metric-driven approach to identifying and solving customer problems and focused on solving customer issues based on dashboards, alerts and targeted checks before the customers started complaining.

Associate Software Development Engineer | Bajaj Finserv Health Limited | Pune, India

- Implemented the first recurring payment solution at BFHL on this app, while managing increasing web traffic that rose from 5,000 API hits/month to 300,000 API hits/month within 3 months.
- Took over the development of an incomplete B2B2C sales app, worked directly with business teams in absence of product managers and took it to a successful launch.
- Fully owned the development, release and production monitoring of the sales app as the only developer on the app, alongside one QA.
- Spoke to business and sales teams on the ground and built my own features to solve their problems – Copy to clipboard function to help in case of delayed SMS delivery. Re-usable payment links because of failures in setting up NACH.
- Mentored a SDE intern, successfully inspiring him to transition from a front-end developer to a full stack developer.

Education

Bachelor of Technology (Computer Science and Engineering) – SRM Institute of Science and Technology, Chennai | India

Accomplishments and Awards

- Highest rated employee (A+) for three years in a row.
- FY25 Technology Champion for “outstanding contributions, commitment, and dedication in FY 2024-25 towards external API integrations.”
- FY24 Annual Oscars’ Collaboration Champion for “...exceptional problem solving and technical expertise”.
- FY23 Q3 Super Hero for “...being the fulcrum in delivering back-to-back Epics, ... binds the team together to deliver best results”.

- FY22 Q4 Super Hero for being “...very responsive in addressing issues and promptly providing solutions ... ensuring keep the portal up for sales”.

License & Certifications

Product Management

Indian School of Business Online

Co/Extra-curricular

- Authored a paper titled “Acceleration of Dynamic Web Interface Generation Through Multilingual Voice Commands’, which was published in Journal of Scientific Research, Volume 66, Issue 2 (Special Issue), 2022
- Authored a paper titled “Acceleration of Web Interface Generation Through Voice Commands”, which was presented at International Conference on Innovative Technology for Sustainable Development
- Microsoft Student Partner 2020 and Club lead for Microsoft’ 80-student campus team, organised several national-level events.
- Created a mobile app pro-bono for SRM Medical Hospital to allow patients to assess their mental health.