Shantnu Agarwal

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Summary

Engineer turned Product Manager with 4.9 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 B2C, B2B, and government. Recognised for combining deep technical expertise with customer-centric product thinking and strong execution.

Professional Experience

Senior Technical Product Manager | Bajaj Finserv Health Limited | Bengaluru, India **Jul 2025 – Mar 2026**

- Fully owned end-to-end scoping, planning, solutioning, development, testing and delivery of a B2B SaaS solution with Government of Kerala, covering 70 lakh lives, 20 lakh insurance claims, and digitalised dozens of manual processes.
- Upgraded information security at BFHL-Vidal by implementing 2 factor authentication 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 software development process as part of the long range strategy, with the goal of transitioning the company from a healthcare service provider to a B2B SaaS, focusing on quality and reliability.

Technical Product Manager | Bajaj Finserv Health Limited | Pune, India **Jun 2022 – Jun 2025**

- 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-based real-time alerts, updating 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 **Jun 2021 – May 2022**

- 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.
- Collaborated with business and on-ground sales team to identify pain points and built features from scratch to address concerns.
- 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* **2021**

Accomplishments and Awards

- Highest rated employee (A+) for three years in a row.
- FY25 Technology Champion for “outstanding contributions, commitment, and dedication towards external API integrations.”
- FY24 Annual Oscars’ Collaboration Champion for “exceptional problem solving and technical expertise”.
- FY23 Q3 and FY22 Q4 Super Hero award winner.

License & Certifications

Product Management
Indian School of Business Online.

Co/Extra-curricular

- Published two research papers on generating web interface through voice commands in 2021 and 2022.
- Microsoft Student Partner 2020 and Club Lead for Microsoft’s 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.