

RISHITHA JAGINI

SENIOR IT PRODUCT MANAGER | ENTERPRISE SAAS & API PLATFORMS

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No visa sponsorship required — now or in the future

PROFESSIONAL SUMMARY

Senior Product Manager with 10+ years shipping enterprise SaaS in regulated industries (banking, mortgage, brokerage, healthcare, media). Currently owns SmartSign+ at Wolters Kluwer — an e-signature platform processing millions of documents annually for Tier-1 financial institutions in revenue-critical lending workflows. Built the API and webhook integration layer adopted by a dozen-plus partner and customer platforms, including large multi-business-unit financial partners. Drove 2x+ feature adoption through Pendo-driven iteration. Leads 2–3 cross-functional scrum teams (15–25 engineers, designers, QA). Former hands-on developer — reads code, writes SQL, owns the roadmap from discovery to launch.

CORE COMPETENCIES

Enterprise SaaS Product Strategy • API / Webhook Platform PM • Regulated Industries (GDPR, HIPAA, ESIGN, UETA, SOC 2) • Partner & Systems Integrations • Roadmap & OKR Ownership • Data-Driven Product (Pendo, SQL) • Agile / SAFe / Scrum • Cross-Functional Leadership (15–25 people) • Go-to-Market & Adoption • Stakeholder Management (C-suite → Eng)

PROFESSIONAL EXPERIENCE

Senior Product Manager | *Wolters Kluwer — SmartSign+ (Enterprise e-Signature)* Mar 2022 – Present

- Own product strategy, roadmap, and delivery for SmartSign+, a **mission-critical e-signature platform** processing millions of documents annually for banks, mortgage lenders, and brokerage firms — directly in the critical path of loan closings, where platform reliability impacts lender onboarding and renewals. Lead 2–3 scrum teams (15–25 engineers, designers, QA) across the full lifecycle.
- Built and scaled the SmartSign+ **API & webhook integration layer**, enabling a **dozen-plus partner and customer platforms** — including large multi-business-unit financial partners — to embed signing directly into core banking and brokerage systems.
- Used Pendo analytics and workflow data to drive UX improvements across SmartSign+ signing experiences, **reducing friction and improving completion rates** — resulting in **2x+ feature adoption** within two quarters of launch.
- Shipped Audio-Video Signing for Remote Online Notarization (RON), unblocking regulated mortgage and brokerage deals in states requiring identity-proofing and tamper-evident audit trails — a category competitors could not serve without re-architecture.
- Delivered compliance-aware e-signature workflows aligned with **UETA, ESIGN, GDPR, HIPAA, and SOC 2** enterprise security expectations — including conditional tagging, granular consent, and audit-trail enhancements that unblocked enterprise deals previously stalled in compliance review.
- Translated customer workflows and market research into a 4-quarter roadmap aligned to company OKRs; partnered directly with CIOs and compliance officers at Tier-1 financial institutions during discovery and launch.
- Serve as internal SME for APIs, webhooks, and embedded integration patterns — wrote the partner integration playbook now used by Sales Engineering and Customer Success.

Product Manager | *Fox Corporation — Ad Sales Technology*

Oct 2021 – Mar 2022

- Automated ad-exec commission calculation in SAP, **eliminating a recurring manual, error-prone monthly process** and giving sales leadership a real-time view of deal-level commissions.
- Relunched the internal Fox Ad Sales portal on WordPress, consolidating scattered collateral and decks into a single source of truth used daily by the national ad sales team.

Product Manager | *Softheon — Health Insurance Platform* Feb 2021 – Oct 2021

- Drove product launches with **CVS, Aetna, Guardian, and COX Health Plans** on Softheon’s ACA-compliant backend, coordinating Engineering and Client Operations through configuration, UAT, and go-live under fixed enrollment deadlines.
- Identified product gaps via consumer-experience analysis and SQL-driven reporting; prioritized a backlog that aligned short-term revenue with long-term platform investment for senior leadership.
- Built short- and long-range roadmaps, sales forecasts, and exec-ready analyses that informed go/no-go on new payer partnerships.

Product Specialist | *NBCUniversal — Peacock OTT & Media Supply Chain* Aug 2019 – Oct 2020

- Contributed to the **Peacock OTT launch** — owned requirements for content supply-chain workflows feeding Broadcast, Set-Top Box, and TV Everywhere partners, and validated ad integration end-to-end before GA.
- Defined and shipped features for NBCU TACT and SKY PVOD, improving ad placement, impression tracking, and audience-engagement reporting across NBCU’s ad-supported properties.
- Authored user stories, functional/non-functional test cases, and SQL validation queries for ad-targeting and tracking pipelines; partnered with QA to close high-severity defects pre-launch.
- Reported sprint progress and capacity to leadership, translating engineering status into business impact for non-technical stakeholders.

Business Analyst | *PruTech Solutions* Mar 2018 – Aug 2019

- Led requirements elicitation through stakeholder interviews, JAD workshops, and workflow analysis; authored BRDs, user stories, and traceability matrices that shortened hand-off cycles between product, engineering, and QA.
- Built SQL-based dashboards surfacing customer behavior trends that informed product prioritization.

Software Engineer | *Capgemini — Michelin Inventory System* Jan 2017 – Jan 2018

- Hands-on developer and analyst on a new inventory management system for Michelin; partnered across onshore/offshore teams on requirements, build, and Oracle SQL reporting — foundation for current API/engineering fluency as a PM.

Product / Process Analyst | *Amazon — Scatter (Last-Mile Delivery)* May 2016 – Dec 2016

- Contributed as product/process analyst on **Scatter**, Amazon’s last-mile delivery tool that uses historical driver data to pinpoint the exact drop location for repeat customers — replacing default geocoded addresses with the spot drivers actually deliver to.
- Partnered with engineering and operations to define requirements, validate predictions against driver ground truth, and surface edge cases from legacy data — directly improving first-attempt delivery accuracy and reducing driver rework across a multi-city US rollout.
- Translated frontline driver feedback into structured product inputs that shaped rules and training data for the production system.

EDUCATION & CERTIFICATIONS

B.Tech, Electronics & Computer Science — KL University, India

- Pragmatic Product Management — Level 1 (Credly verified)

- Scrum Product Owner Accredited Certification (SPOAC) — International Scrum Institute
- Scrum Master Accredited Certification (SMAC) — International Scrum Institute
- Oracle Apps Technical — Capgemini India

TECHNICAL TOOLKIT

Product & Analytics: Pendo, JIRA, Confluence, Aha!, Miro, Lucidchart, Axure, Figma (review), Postman, Splunk

Integration & Data: REST / SOAP APIs, Webhooks, JSON, Postman, SQL Server, Oracle PL/SQL, SAP

Delivery: Agile, Scrum, SAFe, Waterfall, GitHub, Azure DevOps, Jenkins

Cloud & Compliance: Azure (IaaS/SaaS), GDPR, HIPAA, ESIGN, UETA, SOC 2