

Subin Jacob

+917022551476 | mailtosubinjacob@gmail.com

Profile

Knowledgeable product specialist with excellent understanding of product planning and execution throughout a product lifecycle. Has hands on experience in gathering and prioritizing product and customer requirements, defining the product vision, and working closely with the IT, sales, marketing and support departments to ensure revenue and customer satisfaction goals are met.

Easy going by nature and able to get along with both work colleagues and senior managers. Currently looking for a suitable product manager position.

Key skills:

- Market research & developing the core positioning and messaging for the product.
- Performing and arranging successful product demonstrations for customers
- Researching, reviewing & reporting on competitors & rival products.
- Performing sales, trend, and profitability analysis.
- Developing content for product and company collateral.
- Articulating the company's distinctive competence & the product's uniqueness.
- Planning and developing the right marketing strategy.
- Setting product pricing for new product releases to meet revenue & profitability goals.
- Highly creative and skilled at experimenting with innovative ideas

Education & Certification

- Have completed the training hours in PMP will be giving the exam on 07/09/2019.
- Executive MBA in Product Management (Institute Of Product Leadership) from PES University Bengaluru.
- B. Com from Kanpur Vidyapeeth in 2005

Professional Experience

Falconbrick

Customer Success Manager -March 2017 to present

- Does the solutioning and implementation of the app.
- Currently handling 10 + customers across Pune, Mumbai & Delhi
- Handle end to end customer requirements (Example: Reports, Troubleshooting Issues)
- Create reports for customer using Power Bi
- Act as a Business Development/Analyst/Consultant for the client.

Tappozz Lifestyle Private Limited- Bangalore (Business Closed)

Product Manager - Business Development Manager – October 2015 – Feb 2017

- Create and execute the go-to market strategy for a freshly made product.
- Activate sales channel to reach out to target audience.
- Create relationships with key stakeholders to improve product design process.
- Responsible for increasing organic social media reach.

Intro (E-commerce Site for Interior Designers) Bangalore (Business Closed)

Product Manager - Customer Delight - June 2015 – September 2015

- Responsible for the Complete Operations and Execution of four projects.
- Sole responsibility of execution of client requirements.
- Customer Acquisition and Engagement.

Agape Charity Trust- Goa

NGO Volunteer Work Full time - April 2012- Jan 2015

- Responsible for the Operations of the Trust.
- Approaching existing donors and new donors for funding.

IBM Global Process Services - Pune

Senior Customer Service Executive - January 2008 -February 2012

Managed end to end customer support for 45,000+ customers from April 2009 - Jan 2012.

Seagull Bar and Restaurant - Goa

Public Relation Executive - October 2003 - November 2007

- Managed Public Relations for the hotel also responsible for hosting events and guest relationship.
- Customer relationship and retain existing customers.
- Activate new channel for acquiring new customers.

Personal Interests

Food, Music, Football

Write reviews on Zomato currently on Level 13 (Connoisseur)

Personal Details

Date Of Birth – 17/07/1984

Nationality -Indian

Marital Status – Single

Languages – Hindi,English,Malyalam.