Akash Makde

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Professional Summary

Product Manager with over 7+ years of experience in building, launching, and scaling digital products across Healthcare, Supply Chain, FinTech, etc. domains. Proven track record of delivering customer-centric solutions using Agile methodologies, leading cross-functional teams, and managing product roadmaps. Former startup founder with strong entrepreneurial mindset and expertise in product strategy, user research, and design thinking. Passionate about leveraging Generative AI and data-driven insights to drive business outcomes.

Core Competencies

• Product Strategy • Product Ownership • Product Lifecycle Management • Agile (Scrum & Kanban)
• Design Thinking • Stakeholder Management • Market Research • Prioritization and Roadmap
• Wireframing & Prototyping • Product Metrics • Generative AI • SaaS Platforms • Lean Six Sigma
• Data Analysis • Entrepreneurship • Operations Management

Professional Experience

Senior Product Specialist | Hashedin by Deloitte

Jan 2022 – Mar 2025 | Pune, India

- Led **end-to-end delivery** of 6+ enterprise-grade digital products across Healthcare, Supply Chain, and Financial domains with full ownership of **roadmap**, **backlog**, and **prioritization**, through effective **Agile** implementation (Scrum & Kanban).
- Collaborated with **cross-functional teams** (up to 17 members) and stakeholders to align business goals with product execution. Built strong relationships with clients through transparent **communication**.
- Delivered 3+ **Generative AI**-based solutions improving client productivity and automation.
- Conducted **user research**, **stakeholder interviews**, business and functional **requirement gathering**, UI/UX discussions to build intuitive user experiences, and created detailed **documentation**.
- Navigated multi-vendor delivery ecosystems with **SAFe Agile**, with dependency management.
- Recognized with 'Top Impactor' and multiple Spot **Awards** for outstanding delivery and leadership.

Founder and CEO | Ayukoash (Healthward Pvt. Ltd.)

Aug 2019 – Oct 2021 | Pune, India

- **Founded** and **led** a health-tech start-up focused on **digitizing healthcare operations** and Electronic Health Records (EHR) management.
- Conducted extensive primary and secondary **research** to define **product-market fit** and roadmap.
- Designed multi-user interfaces (doctors, patients, assistants), led UI/UX designing, owned product development with **Agile** and monitored **product metrics**.
- Engaged 400+ pilot users and multiple healthcare partners before market exit.
- Managed investor communications, **financial modelling**, and **strategic partnerships**.

Assistant Manager | Sunjewels Pvt. Ltd.

June 2017 – July 2019 | Mumbai, India

- Managed **key accounts** and end-to-end **sales operations** for major US-based jewellery brands generating ~$32M in annual revenue, leading a sales support team.
- **Led** the order management function and a cross-functional support team while developing **annual business plans**, **pricing** and quotations of products, and managing **client communications**.
- Coordinated cross-functional teams across product development, production, export, accounts, etc. to meet tight production and delivery schedules.
- Strengthened long-term client relationships by ensuring timely delivery, quality assurance, and transparent communication.
- Led **process optimization** and customer satisfaction initiatives, such as improving pricing models using **Data Analysis**, **Lean** and **Kaizen** principles.
- Pursued new business opportunities and represented the company in **international client meetings**.

Intern | Mattel Engineering China, (Mattel Inc.)

May 2016– June 2016 *(2 months*) | Guangzhou, China

- Delivered **28%** improvement in Overall Equipment Efficiency (OEE) with **'Lean Manufacturing'**, **'Process Mapping'**, **'Kanban'**, etc. Reduced labour and machine hours to improve Manufacturing Productivity.

Academics

PGDM – Business Design

Prin. L. N. Welingkar Institute of Management Development and Research, Mumbai (2017)

BE – Electronics and Telecommunication

Yeshwantrao Chavan College of Engineering, Nagpur (2014)

Awards and Certifications

Awards & Recognitions

- **1st Runner-up**, **HU Sprint** (HashedIn by Deloitte – 2022): Performance-based recognition in a month-long, intensive product development training program.
- **Top Impactor Award** (HashedIn by Deloitte – Apr 2023): Half-yearly recognition for outstanding contribution to high-visibility client projects.
- **Spot Awards** (HashedIn by Deloitte – Dec 2023 & Feb 2025): For delivering critical outcomes under pressure in Generative AI-based enterprise projects.
- **Outstanding Performance and Contribution Award** (Welingkar Institute of Management, Mumbai): For academic performance and contribution to the institute through the academic years 2015-17.

Certification

- Lean Six Sigma Green Belt certified by KPMG (2016).