# BISHWESH RAM SHRESTHA

**PRODUCT OWNER / PRODUCT MANAGER | B2B SaaS • AI**

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## PROFESSIONAL SUMMARY

Product owner and project manager in B2B SaaS who bridges engineering teams and business goals, turning ambiguous ideas and requirements into structured, actionable plans. 4+ years collaborating with developers, designers, and stakeholders to prioritize initiatives, improve workflows, and move products from planning to successful delivery. Motivated by building products that create real value for users while helping the business grow.

## EXPERIENCE

### FleetPanda
Jan 2025 – Present

*B2B SaaS for Fuel Dispatch & Delivery · Hybrid*

#### Product Owner
Oct 2025 – Present

- Translate ambiguous, fast-changing customer and account-manager requests into user stories, acceptance criteria, and clear scope for engineering
- Prioritize the product backlog across multiple Scrum teams, converting a high-volume wishlist into scoped, high-impact features shipped with engineering
- Contribute to roadmap alignment alongside the Head of Product and Director of Engineering, weighing customer impact against engineering effort
- Drive cross-team dependency management and release readiness with QA and DevOps to keep production delivery predictable

#### Technical Project Manager (TPM)
Jan 2025 – Sep 2025

- Cut customer go-live time from a typical **10 to 12 weeks to a record 4 weeks** on two of the company's fastest onboardings by tightening scope and sequencing delivery across teams
- Mapped clients' fuzzy, evolving requirements into structured scope and delivery plans, and managed stakeholders to a shared timeline
- Scoped and shipped customer-specific features and integrations by translating operational needs into clear engineering requirements
- Ran end-to-end implementations in ClickUp, aligning engineering, product, QA, and implementation teams from planning to launch

### Rippey.AI
Jun 2022 – Jan 2025

*AI/LLM Automation for Logistics & Freight · Hybrid*

#### AI Operations Manager
Aug 2024 – Jan 2025

- Reduced manual data-entry effort by **50 to 70%** and sustained **95%+ extraction rates** across all document types by leading analyst teams and refining the AI extraction workflow
- Led a team to automate document-type validation with a random forest model that learned from user behavior, reaching **80% accuracy** and cutting manual routing
- Engineered LLM prompts with the team to raise extraction quality and consistency
- Defined and helped build an internal tooling platform that let the team train the model directly, turning model improvement into a repeatable workflow
- Partnered with a domain expert and an AI/LLM specialist to shape the end-to-end extraction process

#### Associate Account Manager
Jan 2024 – Aug 2024

- Raised extraction accuracy from **50 to 60% up to 90%+** for a multinational client's email-based quote-generation product by learning their business logic and translating it into targeted improvements
- Owned multiple enterprise accounts as primary point of contact, turning clients' ambiguous requests into prioritized product and delivery changes
- Coordinated onboarding and delivery across product, engineering, and operations to meet customer requirements on time

#### Process Analyst Team Lead
May 2023 – Jan 2024

- Made extraction monitoring **3x faster** by automating log handling and monitoring workflows, helping the team hold tight SLAs

- Filed prioritized product requests that made the core extraction platform more usable and added the operating metrics the team needed
- Led and mentored a 15-member analyst team, scaling from the overnight team to full team ownership and planning holiday and off-hours coverage
- Acted as the feedback channel between customers, product, engineering, and QA to drive continuous product improvement

**Project Management Intern** Jan 2023 – May 2023

- Streamlined delivery by setting up and improving JIRA workflows, raising sprint efficiency and tracking
- Built JQL and SQL reports to give the team visibility into sprint planning and progress
- Learned Agile product delivery hands-on (Scrum, Kanban, sprints) while supporting requirements and documentation

**Process Analyst** Jun 2022 – Jan 2023

- Turned unstructured client requirements and edge cases into clear rules and process maps for the product and engineering teams
- Mapped business processes to surface inefficiencies and improvement opportunities
- Improved extraction accuracy through model training and custom RegEx logic to clean and structure data from varied sources
- Ran feature demos for customers and validated data quality with QA and project managers

### Brizz Media 2021 – 2024

*Freelance Design & Social Media Studio (self-owned) · Remote*

**Graphic Design & Social Media Marketing** 2021 – 2024

- Designed brand graphics and ran social media for small-business clients, turning their goals into content calendars and campaigns
- Grew audience engagement by planning post calendars and targeting content to the right audience

## SKILLS

**Product** Product discovery · Backlog prioritization · Requirements definition · Feature scoping · User stories · Acceptance criteria · Roadmap contribution · Product delivery · Stakeholder management

**Technical** SQL · JQL · Python (work automation) · AI/LLM prompt workflows · Data extraction · Analytics & reporting

**Tools** JIRA · ClickUp · Linear · Trello · Excel · Google Sheets · Microsoft Office · Looker Studio · Lucidchart · Draw.io · Canva

**Domains** B2B SaaS · AI/LLM products · Workflow & document automation · Fleet & logistics tech

## EDUCATION

**MBA in International Business** 2025 – Present
Islington College

**BE Computer Science Engineering (Hons, Cyber Security)** 2018 – 2022
Chandigarh University

**High School** 2017
GEMS (Graded English Medium School)

## REFERENCE

**Deep Subedi** deepsubedi27@gmail.com
Direct Reporting Manager
FleetPanda