FAIZAN RAKIN

Senior Product Manager | Fintech & Platform

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SUMMARY

Product Manager with 4+ years across enterprise banking SaaS and consumer fintech — 0-to-1 launches, API-first platforms, commercial payments, and AI product decisions. Built a bank-embedded marketplace from zero to $9M GMV in 90 days; now own platform, payments, and AI-boundary strategy for a system serving 280 financial institutions and 20.9M+ users. Cofounder of a trade-intelligence B2B SaaS; Fusion Award winner for an AI-powered savings engine.

CORE SKILLS

Product Management: Product strategy, roadmap, OKRs, 0-to-1 launches, customer discovery, user research, competitive analysis, prioritization (RICE, MoSCoW), monetization, go-to-market, release management

Fintech & Payments: Commercial payments (ACH, wire, transfer), approvals & entitlements, KYC workflows, secure forms, marketplace, checkout

Data & Experimentation: A/B testing, funnel analysis, cohort analysis, KPI and north-star design, SQL, Power BI, Adobe Analytics

Platform & AI: API-first design, micro-frontend architecture, server-driven UI, feature-flag rollouts (LaunchDarkly), LLM product integration, deterministic vs. generative task boundaries

Tools & Delivery: Agile, Scrum, Jira, Confluence, Figma, GitLab, Postman

EXPERIENCE

Product Manager I — Engagement Services Nov 2025 – Present

Alkami Technology | US Commercial Banking SaaS

- Own **Secure Forms Builder** and the **Composable Dashboard framework** end to end across 280 financial institutions and 20.9M+ registered users; product owner for a cross-functional squad of 11 at 100+ story points per sprint.
- Rebuilt Secure Forms from a 52-institution research study: prototype scored **4.46/5** on ease of use and moved "this drives revenue" perception from **3% to 39%**; ran a two-institution beta, triaged ~85 issues, and paused to fix before widening.
- Re-sequenced a high-risk dashboard migration into two parallel tracks so a committed client launch stopped depending on an unsized platform dependency; shipped an admin layout builder and a **~18-module rewrite**.
- Defined commercial payment-approval behavior (ACH, wire, transfer) across entitlements, concurrency, and error handling for enterprise banks.
- Cut layout defects **30%** with a multi-layout configuration system; automated **350 regression cases**, reducing QA cycle from 7 to 2 days.

Product Manager — Digital Channels & Marketplace Jun 2022 – Oct 2025

ICICI Bank | Consumer Fintech & Marketplace

- Built and scaled **iShop**, India's first bank-embedded consumer marketplace, from zero to **$9M GMV (INR 75Cr+) in 90 days** — 57,000+ transactions and 40,000+ active users in a single quarter.
- Ran 6+ A/B experiments across onboarding, discovery, and checkout: conversion **+18%**, repeat usage **+22%**; built a merchant-scoring framework (top 20 SKUs drove 78% of GMV).
- Grew MAU **35%** and cut churn **15%** via SQL and Adobe Analytics funnel optimization; ran guardrail-bounded dynamic-pricing experiments to protect margin.
- Shipped 10+ major releases, raising the app store rating from **3.8 to 4.4**.

VENTURES & PROJECTS

Cofounder — ShipScout.ai Oct 2025 – Present

- Cofounded a trade-intelligence B2B SaaS; own product direction and go-to-market as a founding operator.

ACHIEVEMENTS

- **Fusion Award, Alkami GCC India Hackathon 2026** — top cross-team/cross-technology award for "Saving Goals with AI" (48-hour build, team of five): architected a deterministic engine (4,000-path Monte Carlo, 195/202 tests) that computes every figure while the AI only explains, never calculates — keeping output auditable for banking.

EDUCATION

B.Tech, Mechanical Engineering 2018 – 2022

Indian Institute of Technology (IIT), Bhilai