DEEPAK SINGH

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- Lead Product Manager with **12+ years** launching consumer and platform products, including **RAG-based Agentic AI assistants and LLM-based personalized experiences at scale**, leading end-to-end strategy, execution, and personalization across **B2C and B2B2C** products, platforms, media, and hardware devices, driving **$490M+ in measurable business impact**.

- Expertise across AI, e-commerce, fintech, and marketplace platforms, owning pricing engines, checkout and payment flows, billing systems, CRM integrations, and GTM execution across B2C, B2B, and partner ecosystems

- Expert in building data-driven and personalization-led products, aligning growth funnels, experimentation, monetization, analytics, and RevOps workflows to scale revenue, optimize conversion, and improve operational efficiency.

EXPERIENCE

Teladoc | Lead Product Manager, AI Agents   Aug 2021 - Present

Led AI-first consumer product experiences at scale. Delivered $475M+ impact across mental health, care navigation, personalization, pricing, billing and data ingestion.

- Created a vision and built a **GenAI-based Agentic Assistant using RAG**, resulting in **2%→28% conversion**, driving $400K savings in the first 3 months
- Led 0→1 launch of an LLM-powered Mental Health Coaching solution, reducing wait times by 91%, unlocking $27M ARR and **100M+ pipeline lift** through scalable, personalized support.
- Overhauled homepage User Experience with **AI-driven personalization**, reversing conversion decline from 3.2% to 3.7% and generating **$375M revenue**
- Authored and drove **enterprise AI strategy** for the Mental Health portfolio, producing a CEO-facing product vision that won executive alignment for a unified, cross-product adoption.
- Advised on computer vision/AI–based Remote Patient Monitoring solution, reducing patient falls from hospital beds by 32% and unlocking $33M in revenue with a $134M long-term potential
- Building **AI-based insurance and credit card payment card scanner** automating member intake and reducing manual data entry errors across payer workflows boosting top of funnel registration growth
- Owned **end-to-end pricing and monetization workflows** across multiple product lines, spanning **CRM configuration, pricing logic, contract structures, and downstream billing systems**, enabling scalable GTM execution
- Designed **scalable pricing and checkout primitives** (plans, bundles, partner/referral pricing, reseller models), replacing one-off deals with **reusable monetization patterns**
- Led cross-functional execution across **Sales, RevOps, Legal, Finance, and Engineering** to align selling flows, bookings calculations, revenue recognition readiness, and system integrations
- Introduced a pre-commit feasibility and dependency **assessment framework**, reducing delivery risk, accelerating launches, and improving forecasting accuracy and operational throughput
- Led development of document ingestion and data extraction workflows, automating capture of customer-submitted financial and identity artifacts into system-ready formats improving accuracy across eligibility, billing, and transaction-adjacent workflows, reducing manual review and reconciliation overhead
- Mentored junior PMs grow into high-impact ICs - guided their execution, bringing $7.5M of new revenue by tailoring the existing product for the adolescent segment

Highmark | Senior Product Manager   Jul 2019 - Aug 2021

Led AI-enabled enterprise platform products for a $26B healthcare conglomerate spanning across insurance, hospitals, and health IT with ML at its core

- Launched ML-based risk stratification platform, enabled proactive care, and **avoided $15M in costs**

- Launched a platform to automate EOBs and used ML to improve accuracy and scalability across plans
- Strengthened key client retention through roadmap collaboration with clients, **improving CSAT 7.0→9.2**
- Led compliance updates, preventing $2M in fines and claims for 4 clients
- Led development of an **document and payment credential ingestion flow**, automating data capture from user-submitted artifacts into structured, system-ready records
- Applied validation to reduce downstream eligibility and claims reconciliation errors

Philips, Product Innovation Consultant (MBA Intern)   Jan 2018 – April 2018
- Conducted qualitative and data-driven market research to identify KPIs of an innovation process and delivered a strategy with a revenue potential of USD 20M per year.
- Translated ambiguous innovation inputs into measurable product success metrics

Samsung R&D | Technical Product Manager   Jul 2011 - Jul 2017
Launched a differentiated video telephony solution for Samsung's first Tizen device—drove 1M unit sales in 5 months
- Drove alignment within 350+ engineers and business across multiple R&D centers for Samsung's first Tizen Smartphone (Z1) launch operations, contributing to 1M device sales within 5 months
- Designed and built a low-bandwidth video telephony solution, improving call success by 27%, enhancing global low-cost market appeal (forecasted +15% for rural areas across 5 countries)
- Defined global product requirements for video telephony and media playback, enabling launches across markets and aligning across QA, engineering, and marketing for GTM execution
- Synthesized consumer insights for Samsung's cloud-based AI assistant (Bixby), reporting findings to product leadership to inform feature roadmap and model improvements
- Enhanced Android content system with identity access protocols, improving content protection across Samsung's mobile ecosystem.
- Drove consumer growth and activation strategy for preloaded platform experiences, using usage analytics, cohort behavior, and funnel insights to inform feature prioritization
- Optimized content distribution and performance at scale, improving engagement, reliability, and downstream monetization potential across global markets
- Supported global GTM launches across price-sensitive and emerging markets, aligning product capabilities with distribution, reach, and monetization strategies

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OTHER SKILLS AND COMPETENCIES

- Competitive Analysis, Customer Empathy, Product Portfolio Management, Executive Communication, Product Documentation, Regulatory Understanding, Predictive Data Analysis, Prioritization, Pricing Models, Contracting A/B Testing, Billing, Rapid Prototyping/Vibe Coding, MCP Server Setup, Fine-tuning, Reinforcement learning, multi-step reasoning, and multi-agent orchestration, Evaluations, Responsible AI Building
- UX/UI Design, Miro, Figma, Product Board, Jira, AWS, Azure, C, C++, Python, SQL, Agile Methodologies, Lovable, Vercel v0, NLQ, Knowledge Graphs, RAG, MCP Server setup, A2A Agentic Protocol (Learning)

EDUCATION

University of Pittsburgh | MBA and MS in Product Development and Marketing   Aug 2017 - Apr 2019
Visvesvaraya Technological University | BE in Computer Science Engineering   Aug 2007 - May 2011

OTHER EXPERIENCE

- Author of the Book - [Launching Digital Health Products: The 4C Pathway to Innovation and Impact](#)
- Speaker - AI and Big Data Conference, Santa Clara; Tech Summit, San Francisco; International Summit on Biotechnology and Bioinformatics, San Francisco; Global Big Data Conference, Virtual
- Ex-Top Product Management Voice on LinkedIn (Artificial Intelligence, Product Management)
- Fellow (Top 4%) at the British Computer Society (Among the top 5 Computer Societies in the world)
- Ex-Editorial Head of Samsung's Internal Magazine
- Co-founder of a large-scale manufacturing startup (Family Business)