

Seher C.

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Summary

Senior Product Manager building scalable products across **AI, data, and platforms**, with 7+ years of experience spanning **enterprise platforms, APIs, payments, machine learning, and complex business systems**. Proven record leading cross-functional engineering teams, setting product strategy, and delivering measurable outcomes including 54% fewer support tickets, 30% faster delivery, and ~\$20M projected LTV.

Experience

Verizon

Apr 2022-Present

Senior Product Manager

San Diego, CA

Leading product strategy and execution for Verizon's large-scale enterprise platform, powering critical digital experiences across the ecosystem.

- Defined product strategy and multi-quarter roadmap for platform capabilities supporting Verizon's **5G wireless** business, identifying market opportunities that generated three new revenue streams with **\$20M projected LTV**.
- Led cross-functional engineering squads to deliver platform features used by millions of customers, identifying friction through behavioral data analysis and driving a roadmap overhaul that **reduced support tickets by 54%**.
- Accelerated platform **time-to-market by 30%** by streamlining API integrations and standardizing release architecture across legacy systems and distributed engineering squads.
- Orchestrated a critical 5G enterprise launch across distributed systems, capturing a 15% increase in market share.

Samsung

May 2021 - Apr 2022

Product Manager, Payments Platform

Minneapolis, MN

Managed global payment infrastructure and transaction systems supporting high-volume SaaS payment processing.

- Led the global rollout of SaaS payment solutions, rearchitecting transaction processing to cut settlement time from **24 hours to under one minute**.
- Established a product-led quality framework by implementing continuous feedback loops across users, engineering, and QA teams, achieving a **95% release success rate** and strengthening platform stability at scale.
- Architected the technical strategy for payment data workflows, defining scalable API specifications and system boundaries that bridged ambiguous business constraints with high-throughput engineering execution.
- Mitigated a critical go-to-market risk by designing and implementing a continuous validation framework for high-throughput payment APIs, **preventing a 3-month delay** and securing global launch.

Cargill

Oct 2019 - May 2021

Product Manager, Data & Analytics

Minneapolis, MN

Applied machine learning and experimentation to inform product strategy and operational decision-making.

- Applied **machine learning** and advanced statistical modeling to product inventory strategy, improving **demand forecast accuracy by 20%** and enabling more precise operational planning.
 - Designed and executed structured product experiments and A/B tests, generating insights that directly informed product roadmap decisions and validated user experience hypotheses.
 - Automated high-volume reporting and analytics pipelines, **reducing manual workload by 30%** and improving cross-functional decision-making through reliable real-time insights.
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Education

MS, Software Engineering and Cybersecurity

North Dakota State University, 2020

BE, Electronics and Communication engineering

Chitkara University, 2017

Co-author, IEEE [publication](#) on AI-driven predictive modeling

IEEE 13th ICSC, 2019