

JAYS JOSE THOMAS

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Impact driven, user-first product manager with 5 years of experience building exceptional products in B2B and B2C arena; proficient in Consumer products, Cloud and GenAI. Find all my work at - [Jaysjosethomas.in](https://jaysjosethomas.in)

Expertise and Skills	AI, Cloud, Platform, CRM,, Funnel Improvement , APIs, Analytics, Kubernetes, CUDA, Fine Tuning, ETL, Leadership, Roadmap
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ACADEMIC DETAILS

M.Sc. (Hons.), Physics and B.E. (Hons.) Chemical Engineering, Birla Institute of Technology and Science, Pilani Campus	Aug 2016 – May 2021
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WORK EXPERIENCES / SUMMER INTERNSHIPS	 KRUTRIM	 OLA	 OLA ELECTRIC	 joveo	 CISCO	 imi mobile
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Product Lead - Ola Krutrim (India's first AI Unicorn) June 2024 - Present

Team Lead and Manager for 8 Product Managers and 4 Product Interns defining product strategy, roadmap planning and product execution for AI cloud

Exceptional

- o Lead the team to Launch 0-to-1 Public Cloud with **70K MAU, \$44.4 M ARR, 99% CSAT, and 18hrs avg SLA** on Support with 25 services across Compute, Storage, Networking, Security, Kubernetes, Databases and AI Development (Model Inferencing and fine tuning)
- o Conceptualized and built the **first-in-the-world** spliced GPUs utilizing Kubernetes Pods (**Patent in progress**); **100% utilization for 4 months**
- o Implemented a new AI product prototyping method using vercel replacing Figma, reducing average ideation to front-end development time by 3 weeks

Product Manager - Ola Consumer Feb 2024 - June 2024

Product lead for Supply side (Ola Partner app), Ola Fleet Technologies and Customer safety for Ola Consumer with 1 Mn MAU

Exceptional

- o Redesigned and Revamped the entire driver onboarding journey by simplifying and automating document verification through OCR, that lead to M-o-M improvements of **171.17%** in Gross attachments, **44.08%** in overall conversion and **1.63** days reduction in TAT.
- o Earned special mention from Ola Group CEO Bhavish Aggarwal for transforming the driver onboarding process, which significantly enhanced business

Product Manager - Joveo Technologies Sep 2022 - Jan 2024

Product owner tasked with stabilizing the entire backend of a [job advertising platform](#), which track click and conversions using pixels and fingerprints

Contributions and Impact

- o Reduced the monthly overall bug tickets on the team by **20%** within 3 months. Reduced monthly bug ticket rate from 3 digits to single digits; stabilizing
- o Designed and built a conversion qualifying tool using bot detection tool; improved the conversion by **2.6%** and generated a monthly revenue of **85K USD**
- o Designed and built an anomaly detection tools using complex spike detection algorithms which reduced the monthly client bug tickets by **~ 30 %**

Product Manager and Associate Product Manager - Ola Cars and Ola Electric May 2021 - Aug 2022

The only fresher APM to get recruited in the Ola group in 2021. Worked in Ola Cars as an APM, then got promoted to PM and then shifted to Ola electric

Exceptional

- o Designed the high-level architecture and design for the entire Ola Cars with **10 microservices** for MSD 360 CRM which is still used in Ola as a reference
- o Designed and built a sales CRM in **2 weeks** and procurement CRM in **a week** using Leadsquared, which increased the **monthly sales by 380%**
- o **Common Metrics - PRDs written - 121, Firefights (AdHoc fixes) - 30** in 12 months

Achievements

- o Got **promoted to a product manager** for excellence in performance, making me the youngest experienced person to become a product manager in Ola
- o Received the **employee of the month** award in Ola group for exceptional contribution

Contributions and Impact

- o Built a **0 to 1 product** [Ola Cars](#), a vehicle commerce platform, and grew it to the second largest used cars platform in India within 3 months of the pilot
- o **Product owner of 5 PODS** - Seller experience, Customer support, Sales - Operational flow, Leadsquared and Microsoft CRMs and Backend Dashboards
- o Designed and built a customer escalation prevention and solving system in Zendesk, that decreased monthly escalations by **30%** and avg TAT by **2 days**
- o Led a team of **8 PMs, 36 engineers, 2 designers** to release the pilot version of Ola Cars to **2500 users**: used user behaviour to redesign the **MVP app**

STARTUP / ENTREPRENEURSHIP

Co-founder and Program head, PM Buddy (a non-profit PM mock interview platform) Jan 2021 - Jan 2023

- [PM Buddy](#) was a Non-profit mock interview platform that provides **free or low cost (4\$)** mock interviews and career advice **with experts** to college students
- o PM Buddy was built with the sole purpose to make sure no one has to go through any difficulties while preparing for interview just because it's unaffordable
 - o The entire revenue generated from the platform is **fully donated to orphanages** to **support the education of the students and the needy**
 - o Completed a 8-week cohort based product management accelerator program with 25 students and professionals who want to start their career in product