

# DEEPAK SINGH

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## SUMMARY

- A Product Development Manager with skillset of product strategy, planning and development and expertise in shipping customer focused products with 9 years of development and Product Management experience at Samsung, Highmark and Teladoc in developing AI products that are valuable, innovative, and successful
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## SKILLS AND COMPETENCIES

- ❖ **Product:** AI Product Management, Market Research (SPSS), Requirement elicitation, Design (Product & Process), Road-mapping
  - ❖ **Technology and Skills:** C, C++, Python, Linux, Web service APIs, DBMS, MS Project and Visio, Data Analytics, Project Management, UX / UI Design, Jira, Forecasting, AI/Machine Learning, NLP, AWS Implementation, Competitive analysis, Inclusive Leadership, SAFe Agile
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## PROFESSIONAL EXPERIENCE

**Teladoc Health**, Mountain View, California 2021-Present  
*Product Manager* (Aug 2021-Present)

- Delivered a structured Mental Health coaching program for medium and low acuity members with an adoption rate of 41%. This helped the members in dealing with licensed therapy shortage saving thousands on licensed therapy calls.
- Led the end-to-end discovery, design and implementation of crisis management and outreach filling the gap in stepped care model
- Co-led the unification of Mental Health with Teladoc app, navigating through complex technical dependencies, highly cross functional communication and prioritization, bringing the unified experience and ease of use for members, hence boosting adoption and engagement

**Highmark Health Solutions**, Pittsburgh, Pennsylvania 2019-2021  
*Product Manager* (AI/ML) (July 2019-Aug 2021)

- Accountable for the successful delivery of an AI-powered cloud based 'member filtering tool' which uses predictive analytics and ML to calculate risk scores and list member's profiles for follow-up. It entails random forest and NLP algorithms sourcing data from AWS cloud
- Delivered an "automated document generation" product within a previously forecasted funding of 1M for a year
- Prioritized and negotiated the features and funding for road-mapping and continuous delivery, boosting customer satisfaction by 32% (7 to 9.2)
- Analyzed, identified, and suggested the changes required to be made in proprietary enterprise healthcare platform while consulting with 4 enterprise customers in 2 projects in parallel to help them become compliant with the new government compliance mandate
- Proposed the solution and guided the customer from the requirements gathering to solutioning through project launch stage while helping them save 2M in otherwise lost expenses in fines and insurance claim payouts

**Samsung Research India**, Bangalore, India 2011-2017  
*Technical Product Manager/ Technical Lead* (Apr 2015-Jul 2017)

- Defined, prioritized, and negotiated global product requirements for the video telephony and media player modules, streamlining coordination among QA, engineering, marketing and launch teams to execute detailed product roadmap and go-to-market strategy for Samsung Z1
- Expedited the development of first Tizen smartphone-Z1, by frequently traveling to multiple R&D centers to represent our team of more than 350 people contributing to 1M device sales in 5 months
- Collected and analyzed consumer data for Samsung's AI and cloud-based virtual assistant – Bixby, reporting the findings and analysis to the Director of Product Management. The tool used recurrent neural network to network for keyword detection

*Lead Engineer* (Jul 2011-Mar 2015)

- Led the development of complex video telephony and media player modules from inception while establishing cross-functional communication channels and building professional relationships.
  - Secured the Android's content management system by implementing multiple and logical levels of identity access management system.
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## EDUCATION

**University of Pittsburgh**, Joseph M. Katz Graduate School of Business, Pittsburgh, PA April 2019  
**MBA and MS**, Product Management & Development and Information Systems (**Dual Degree**)  
**Bachelor of Engineering**, Computer Science and Engineering, **RV College of Engineering**, India May 2011

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## EDUCATIONAL EXPERIENCE

**The Hershey Company**, *Product Manager Intern (IT)*, Hershey, Pennsylvania June 2018 – August 2018

- Identified, analyzed and compared the market research data on available vendors of Robotic Process Automation (RPA). Executed and scaled a financial process automation project saving 120 man-hours and thousands in otherwise lost expense

**Philips HealthTech**, *Product Innovation Consultant*, Pittsburgh, Pennsylvania Jan 2018 – April 2018

- Conducted extensive qualitative and data-driven market research along with 17 interviews with leading innovative companies such as P&G, J&J, GE, UPMC and 3M to identify KPIs of an innovation process and delivered a strategy with a revenue potential of USD 20M per year
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## OTHER EXPERIENCES

Founder of a non-profit business, Co-founder of a YouTube channel, Six Sigma process improvement, Large scale manufacturing, National Strategy Case Competition finalist, Editorial Head of Samsung's Internal Magazine, Design Research, AI-based passion project and blog writing