HITESH VISHWAKARMA

Bengaluru, India | +91 79877 45959 | hiteshvishwakarma9@gmail.com | linkedin.com/in/hiteshvish

FINTECH PRODUCT OPERATIONS | PRODUCT EXECUTION | ANALYTICS & AUTOMATION

PROFESSIONAL SUMMARY

Fintech product-operations professional with 6+ years of experience across investment and payment products. Led product-operations execution for a consumer fixed-income platform that grew from ■50 Cr to ■800+ Cr in monthly transaction volume. Experienced in partner and vendor operations, bond launches, inventory controls, workflow automation, UAT, operational analytics, AML/KYC, and cross-functional delivery. Combines hands-on operational ownership with SQL, Python, and BI tools to improve scale, accuracy, and customer journeys.

PROFESSIONAL EXPERIENCE

WINT WEALTH | Product Operations Analyst | Bengaluru | Jun 2023 – Oct 2026

- Led Product Operations execution for a fixed-income platform that scaled from ■50 Cr to ■800+ Cr in monthly transaction volume, supporting Bonds, Bond SIPs, FDs, and RDs.
- Managed vendor lifecycle activities including partner onboarding, commercial discussions, billing coordination, and alignment with Product, Legal, Finance, and Engineering.
- Coordinated bond launch readiness and post-launch operations with Product and Growth, covering inventory management, listing accuracy, subscription monitoring, and repayment workflows.
- Partnered with Risk & Credit and Product to identify margin-improvement opportunities, enhance existing offerings, and evaluate new products.
- Automated KYC verification workflows, reducing errors by 45% and onboarding turnaround time by 30%; built Slack alerts for record dates, repayments, and FD rate updates, cutting manual tracking by 70–80%.
- Performed UAT, data validation, transaction monitoring, and AML/KYC checks while driving issue resolution and operational improvements across teams.

AMAZON / AMAZON PAY | Customer Support Associate → Interim SME | Bengaluru | Aug 2020 – Jun 2023

- Led a Six Sigma DMAIC initiative that improved response and resolution time by 30% across India, UK, and US payment operations.
- Investigated complex payment failures, fraud patterns, high-value disputes, and escalations across three payment ecosystems.
- Recognized as a Top Performer for eight consecutive quarters; mentored teammates on compliance, fraud, and payment workflows.

PHONEPE (VIA TELEPERFORMANCE) | Customer Support Associate | Bengaluru | Aug 2019 – Apr 2020

- Resolved complex UPI and payment issues and contributed to a process improvement that reduced resolution time by 25%.

CORE SKILLS & TOOLS

Product & Business Operations: Product Operations, Launch Readiness, Vendor Management, Partner Onboarding, Commercial Coordination, Billing, Inventory Management, Product Improvement, Cross-functional Delivery
Fintech, Risk & Compliance: Bonds, Bond SIPs, FDs, RDs, AML/KYC, Transaction Monitoring, Fraud Analysis, Operational Controls, UAT
Data & Automation: SQL, PostgreSQL, Python, Metabase, Mixpanel, Google Apps Script, Slack Automation, Excel, Six Sigma DMAIC

EDUCATION & CERTIFICATIONS

B.Sc. Zoology, Government Science College, Jabalpur | **Certifications / Training:** AML & KYC Compliance, Six Sigma DMAIC, SQL Foundations, GDPR Essentials