

MUHAMMED SINAN A K

Product Manager

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SUMMARY

Product Manager with hands-on ownership of a live multi-app SaaS platform — patient mobile app, hospital dashboards, queue management, and pharmacy systems — serving real businesses and end users. Defined and shipped multiple features across 6+ platform surfaces in a zero-to-one startup environment, owning the full cycle from discovery through release and post-launch iteration. Experienced in translating operational and user problems into structured product requirements, cross-functional execution with engineering, and data-informed iteration using Mixpanel and Firebase.

EXPERIENCE

Product Manager | Quadvare Technologies Pvt Ltd, Kerala

March 2025 – Present

Early-stage B2B/B2C SaaS startup | 6+ platform surfaces | ~3,500 users

- Owned end-to-end product lifecycle across 6+ platform surfaces including patient mobile app, hospital QMS, pharmacy ordering, and internal ops dashboards — from discovery and PRD authorship through engineering collaboration, release, and post-launch iteration
- Reduced defect load by ~80% over 3 months (75+ bugs → under 15) by instituting structured QA documentation, multi-phase testing cycles, and formal issue tracking
- Set up Mixpanel event tracking and analytics infrastructure from scratch; shifted product discussions from anecdotal feedback to measurable funnel and retention data, achieving 90–95% user retention over tracked period
- Operated as sole PM with no designer and no dedicated QA, shipping 10+ production releases (mobile + web) and authoring PRDs for Hospital Admin Dashboard, Pharmacy v2, QMS v2, and Maya B2B — while maintaining platform stability

KEY PRODUCT CONTRIBUTIONS

ZappQ — Patient Healthcare Mobile Application [View Case Studies](#)

- Redesigned the pharmacy ordering module end-to-end — restructured prescription upload flows, product catalog categorization, and ordering UX — improving usability from a non-functional initial launch to a production-stable workflow handling repeat orders
- Defined and shipped patient-facing features including follow-up vs. fresh booking flows, family member management, same-day appointments, live token tracking, and wallet/referral rewards — each grounded in direct user feedback and operational observation
- Resolved a critical doctor discovery failure by designing a structured specialisation taxonomy, standardising inconsistent hospital-defined data to fix search accuracy and booking confidence across the platform
- Defined Mixpanel event tracking requirements and validated implementation to enable data-driven product decisions

ZappQ Flow — Hospital Queue Management System (QMS)

- Led 0→1 product definition and build coordination for a net-new QMS replacing a broken legacy system — used AI-assisted prototyping to simulate and validate workflows before engineering kickoff, reducing rework and accelerating delivery
- Identified core operational failures in the v1 system through on-site hospital visits and nurse interviews; translated field findings into a structured PRD covering queue lifecycle logic, no-show handling, doctor leave management, and token priority workflows

Maya — AI Voice Telephony Agent for Hospital Automation

- Contributed to product definition and go-to-market strategy for an AI voice telephony agent handling inbound hospital calls, appointment booking, and reception automation — covering pricing model, capability tiers, and B2B positioning
- Gathered partner requirements, identified edge cases through pre-deployment voice workflow testing, and shaped roadmap sequencing aligned with real hospital operational needs

SKILLS

Product Management: Product Discovery, PRD, Feature Prioritization, Roadmap Planning, User Story Definition, Release Planning, QA Ownership, Stakeholder Management, Cross-functional Execution, Go-to-Market Planning

AI-Assisted Prototyping: Functional prototyping using AI Agents, workflow simulation, prototype-based validation before engineering development

Analytics & Data: Mixpanel, Firebase Crashlytics, Event Tracking, Funnel Analysis, KPI Definition

Tools: Figma, Notion, Jira, Taiga, Google Play Console, Cloud Firestore, Antigravity (AI Prototyping)

Technical: System Workflow Analysis, Data Flow Understanding, API/Backend Requirement Definition, Edge Case Analysis, Functional Prototyping

EDUCATION

Bachelor of Technology in Computer Science Engineering <i>APJ Abdul Kalam Technological University</i>	2021 – 2025 CGPA: 8.06
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LEADERSHIP & ACHIEVEMENTS

Outstanding Student Volunteer Award – IEEE India Council (2024) – National-level recognition awarded for leadership, initiative, and contributions to IEEE activities and student community development.

Finalist, Eureka 2024 National Innovation Challenge – Selected as a national finalist for a STEM education initiative focused on introducing science and technology concepts to school students.

Outstanding Student Volunteer Award – IEEE MEA Student Branch – Recognized for active leadership, organizational contributions, and impact within the student branch.

Treasurer, IEEE MEA Student Branch – Managed financial operations, coordinated events, and supported execution of organizational initiatives.

Design Lead, IEEE MEA Student Branch – Led design and execution of visual and communication assets for events and student initiatives.