PANKAJ KUMAR TIWARI

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Profile Summary

Assistant Product Manager with expertise in EV charging, IoT, and embedded systems, experienced in managing the end-to-end product lifecycle across hardware and software domains. Skilled in defining product roadmaps, driving cross-functional collaboration, and aligning technology with customer and business needs. Strong background in Agile practices, product strategy, data-driven decision making, and stakeholder management. Proven track record in scaling EV charging infrastructure, implementing innovative solutions, and improving product performance through analytics and user-centric design.

Experience

Livguard Drivetrain Pvt Ltd - A SAR Group Company — **April 2023 – Present**
Assistant Product Manager – R&D (EV Charging Infrastructure) — **Bengaluru, India**

- Working in Product and Tech organization: **Research and Development Team.**
- **Global Scale & Market Expansion**: Orchestrated the end-to-end development and deployment of **1,000+** EV charging and swapping stations across India and international markets, significantly expanding the company's global footprint and driving **multi-regional revenue growth.**
- **Full-Cycle Product Ownership:** Managed the complete product lifecycle (PLC) for complex infrastructure projects, from ideation and hardware design to compliance-ready implementation and post-deployment performance optimization.
- **Cross-Functional Leadership:** Directed multidisciplinary teams of hardware, software, and operations specialists, fostering a high-velocity agile environment to deliver scalable, future-proof EV solutions on schedule.
- **Next-Gen Solution Architecture:** Architected integrated systems for next-generation charging equipment, ensuring seamless interoperability between Battery Management Systems (BMS), IoT modules, and embedded firmware.
- **Operational Excellence & Uptime**: Scaled service operations by introducing automated diagnostic tools and incident resolution systems, maintaining a **97% uptime** across the global station network.
- **Data-Driven Product Strategy:** Utilized performance analytics to track station utilization and operational efficiency, translating key metrics into actionable roadmap enhancements that increased user engagement.
- **UX & User-Centric Design:** Designed intuitive user interfaces for physical charging kiosks and mobile applications, focusing on reducing friction in the user journey and enhancing customer satisfaction.
- **Release & Version Control:** Established rigorous protocols for Hardware (HW) and Firmware (FW) version releases, maintaining comprehensive technical documentation and system architecture diagrams to streamline internal communication.
- **Strategic Roadmap & GTM:** Collaborated with executive leadership and marketing to define the long-term product roadmap, prioritizing features based on competitive market trends and global regulatory standards.
- **Regulatory & Safety Compliance:** Navigated complex local and international legal frameworks, successfully facilitating audits and safety certifications to ensure 100% compliance across all deployed infrastructure.
- **Management Skills:** Skilled in product strategy development, feature prioritization, roadmap planning, cross - functional leadership, requirement gathering, launch strategies, customer feedback integration, stakeholder management, and performance tracking/reporting.

Battery Smart — **Nov 2022 – April 2023**
IoT Solutions Architect — **Gurgaon, India**

- Working in **Operational and Tech Organization: Development and Analyst Team.**
- **Product Lifecycle & Rollout**: Spearheaded the end-to-end development and successful market rollout of CAN-based Chargers, IoT, Battery Management Systems (BMS), and Battery Swapping Stations for strategic partners.
- **Modular Framework Development**: Engineered a scalable onboarding framework that streamlined the integration of

automated swap stations and IoT devices, reducing hardware-to-platform integration time significantly.

- **Data-Driven Product Insights:** Orchestrated daily monitoring of IoT telemetry data and executed monthly "data sanity" audits to ensure 100% reporting accuracy for mission-critical billing systems.
- **Technical Strategy & Documentation:** Authored comprehensive product documentation, including High-Level Design (HLD) and system architecture, bridging the gap between hardware constraints and software requirements.
- **Operational Excellence:** Led "on-call" technical response teams to resolve complex integration challenges and mitigate "Shepherd risks," ensuring high system reliability and uptime.
- **Cross-Functional Leadership**: Served as the primary technical liaison between Development and Analyst teams, optimizing firmware logic and communication protocols (CAN, RS485, UART) for next-gen EV hardware.

Emuron Technologies **Jul 2021 – Oct 2022**
Product Associate **Noida, India**

- **Strategic Product Roadmap**: Successfully **steered 6+ high-impact projects** from concept to launch, coordinating a cross-functional team of 15+ members to meet aggressive delivery timelines and customer requirements.
- **Firmware Logic & UX Optimization**: Architected core firmware logic flows and defined rigorous edge-case testing protocols, ensuring high product reliability and a seamless user experience for energy-tech solutions.
- **Revenue & Cost Optimization**: Identified and integrated new product features that enhanced customer satisfaction while leveraging high-volume manufacturing knowledge to optimize designs and reduce production costs.
- **Stakeholder & Client Management:** Acted as the primary technical liaison for clients, conducting product inspections and ensuring engineering deliverables met project schedules and specific customer needs.
- **Operational Excellence**: Enhanced team productivity by optimizing process flow and refining firmware logic flows, resulting in a significant increase in pilot test coverage and code efficiency.
- **Technical Documentation & Design**: Authored mission-critical product assets including BOM, BOQ, and Test Reports, and utilized Figma and AWS IoT Core to conceptualize and refine next-gen product concepts.

Accomplishments

- Published first conference paper (ICCDN) in 2019 on the topic " Wireless mobile charger using RF energy". Link
- Published a second conference paper (ICINIS) in 2020 on the topic " Patch array antenna for health care and monitoring system". Link

Core Competencies and Skills

- **Product Management:** Strategy, Roadmap Prioritization (GTM), Stakeholder Management, Mentorship, Collaboration
- **Domain Expertise:** Battery Swapping Station, EV Charging (AC/DC), Battery Management Systems (BMS), IoT, SaaS Integration, Subscription Business Model Planning,
- **Technical:** Solution Architecture, Technical Intelligence, Development Strategy, Compliance & Regulatory Standards.
- **Data & Tools:** Data-Driven Decision Making, AWS IoT Core, Data Analytics.
- **Software Tools**: Jira, Figma, MS Office, Loop, Anaconda, Notion, Agile/Scrum

Education

Sikkim Manipal Institute of Technology, Sikkim	B. Tech in Electronics and communication Engineering	2017-2021	8.14 CGPA
N D Boys Inter College, Kaushambi	Class 12th (UP State Board)	2016	75.8%
N D Boys Inter College, Kaushambi	Class 10th (UP State Board)	2014	86.8%

Certifications

Advance Product Management: Vision, Strategy and Metrics - Udemy
Product Management A-Z: Hands-On, Real-World Simulation – Udemy
Product Management: Create a Go-to-Market Plan - Skillsoft
Agile Principles and Methodologies - Skillsoft