SUBHAV NARAIN

Director, product management

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Professional Summary

Product leader with over a decade of experience in mobility, logistics, and energy, with a focus on building and scaling transit SaaS platforms. Specializes in driving marketplace and operational efficiency through advanced ETA modeling, dynamic pricing systems, and real-time supply-demand optimization. Adept at leading cross-functional teams and delivering data-driven, scalable solutions that improve reliability, utilization, and unit economics across complex marketplaces.

Skills

Marketplace Dynamics & Optimization	ETA Prediction & Supply Routing
Dynamic Pricing & Elasticity Modeling	Real-Time Dispatch & Allocation
Product Strategy & Roadmapping	A/B Testing & Experimentation
Cross-Functional Leadership	Data Analysis (BigQuery, Looker, MongoDB)

Experience

DIRECTOR, PRODUCT MANAGEMENT, 12/2023 - Current
SWVL, Dubai

- Leading product vision and market strategy for Swvl's transit SaaS platform targeting global cities, with 200% projected market growth.
- Spearheading core product infrastructure rebuild with a focus on scalable supply-demand matching and dispatch logic.
- Driving automation across routing, scheduling, and trip planning to reduce manual interventions by 50%+ while increasing fulfillment reliability.
- Building pricing tools to dynamically adjust based on capacity utilization and time-of-day elasticity.

SENIOR PRODUCT MANAGER, 12/2022 - 12/2023
CAFU Technologies, Dubai

- Re-platformed operational modules (routing, geo-services, scheduling) to cut inefficiencies by 20%, boosting on-ground fulfillment.
- Led real-time supply optimization for fuel delivery, achieving a record of 11.8K daily orders.
- Modeled supply allocation and dispatch logic in low-density zones to improve delivery ETAs.
- Supported EV energy rollout in Canada with predictive infrastructure planning and operational systems design.

SENIOR PRODUCT MANAGER, 07/2021 - 12/2022
SWVL, Dubai
Jul 2021 – Dec 2022

- Owned marketplace matching logic, dynamic pricing experiments, and captain-side experience across multiple markets.
- Reduced no-shows by 60% by launching Swvl's first in-house vendor-facing Partner Portal, improving plan visibility and operational coordination with fleet vendors.
- Built plan-selling and allocation tools to improve fulfillment in underserved areas; achieved

95% adoption among active supply partners.

- Improved ETA prediction accuracy by fixing a critical issue where outdated traffic data was used during peak hours, reducing arrival time errors by over 15% on busy routes.
- Led audits across key cities to identify prediction gaps and enhanced fallback logic to prevent inaccurate ETAs in low-data scenarios.

PRODUCT MANAGER, 06/2019 - 07/2021
MakeMyTrip, Gurgaon

- Owned the hotel supply product, improving rate, inventory, and promotion tools for 40K+ partners.
- Designed listing quality scoring and gamification, increasing average quality scores by ~7%.
- Enhanced promotion application logic, driving cost savings on ~16% of room nights and improving pricing competitiveness.

PRODUCT MANAGER, 06/2017 - 05/2019
Tata Communications, Mumbai

- Built and scaled 'Gloheal,' a B2B2C telemedicine platform, to 300 doctors and 1,000+ daily consultations.
- Led product strategy, UX, and cross-functional execution to deliver a high-scale healthcare solution.

CONSULTANT, 06/2015 - 07/2017
Cognizant Business Consulting, Chennai

- Consultant - health insurance domain within healthcare practice, automating adjudication for low-value claims, reducing manual processing time by 70% and increasing claims processing efficiency by 50% for leading Indian health insurance companies.

Education

MBA
Goa Institute Of Management - Goa, India, 06/2013 - 06/2015

Electrical And Electronics Engineering
Uttar Pradesh Technical University - Agra, India, 06/2008 - 06/2012