

NISHANT MALIK

Director of Product Management — Portfolio Strategy & AI-Driven Product Leadership
Kitchener-Waterloo, ON · malik_nishant@yahoo.com · linkedin.com/in/nishantmalik29 · nishantmalik.ca

EXECUTIVE SUMMARY

Product executive with 17 years from mainframe engineer to product director, and I still build: six products conceived beyond the roadmap, engineered end to end, all running in production today. At ApplyBoard I lead portfolio strategy, growth, and product lifecycle decisions for a global platform that has processed 2M+ applications from 1.5M+ students across 150+ countries — setting OKRs with executive leadership, coaching the PM team as a player-coach, and working directly with a company co-founder on capital allocation and growth bets. Before that, a decade of product in regulated financial services. When the market contracted, I rebuilt how the product org operates so fewer people carry more scope.

EXPERIENCE

ApplyBoard

Nov 2020 – Present · 5+ years

Global EdTech platform (students, recruitment partners, institutions) · Kitchener, ON · 3 roles · promoted

Director of Product Management

Mar 2024 – Present

- **Portfolio leadership:** Define product vision, growth strategy, and roadmaps for a global platform; lead product across Product, Design, and Data, directing capital allocation and investment priorities against business outcomes.
- **Flagship 0-to-1 launches:** Shipped Smart Profile and Smart Sync, the portfolio's biggest 0-to-1 build: students upload a document once, AI extracts their information, and documents sync automatically across every application.
- **Application rematch engine:** The product response to international policy shifts: an engine that auto-creates replacement applications matched to alternative programs when one is cancelled. 6,900+ generated in its first 90 days (16% of new volume), converting at 13% and protecting revenue through the disruption.
- **In-role product builds:** Personally built five products inside the platform, each proven as a working prototype before committing engineering: DocuShield document fraud detection, UK Visa Interview Prep, Job Insights, an Application Assistant answering users from live application data, and AB Product Brain — the intelligence engine that answers product, engineering, and leadership questions in plain English from every system in the company (100+ verified feature specs, 100% product taxonomy coverage).
- **Process automation:** Architected end-to-end application processing automation that removed manual CX dependencies: median processing time down 35% in six months, 40,000+ operations hours saved annually, submissions automated to 100+ partner institutions.
- **Operating-model redesign:** As the company consolidated through the market contraction, the product org absorbed design, data analysis, and program management — I built the AI-assisted workflows that made it possible: a design framework PMs now work in, self-serve data through AB Product Brain, and PM-built prototypes handed to engineering for hardening.
- **Customer discovery:** Lead and coach product managers on portfolio strategy, OKRs, and resourcing; personally run exit interviews with churned partners to feed market realities into executive planning.

Director, Program Management (Product)

Dec 2021 – Mar 2024

- **Portfolio governance:** Ran product strategy execution across 15 engineering teams; set product OKRs with executive leadership and worked directly with a company co-founder on capital allocation and growth bets — the organization's product investment forum ran on cadences I designed.
- **Operating cadence:** Installed the quarterly operational review (OPR) across all teams — the prioritization framework guiding funding trade-offs, backlog rationalization, and engineering capacity allocation toward growth features.
- **Business outcomes:** Strategy and delivery behind the company's record year — highest student application volume in its history — while lifting partner CSAT 25% through frontline feedback loops and holding zero-downtime stability through peak seasonal traffic.
- **People leadership:** Hired, led, and coached the PM team; shipped 0-to-1 platform initiatives including the company's first mobile app.

Program Manager, Cloud Services

Nov 2020 – Dec 2021

- Joined during hypergrowth to stabilize platform infrastructure: built the AWS foundation, CI/CD pipelines, and release train end to end, onboarding 15 engineering teams; implemented cloud security controls that shut down bot and data-scraping attacks. Promoted to Director within 13 months.

Capgemini — Senior Consultant (Product Owner)

Aug 2018 – Nov 2020

Deployed to Manulife • Kitchener, ON

- Product Owner and technical SME for enterprise platform modernization in a regulated environment — led the product rollout of an enterprise-wide MFA expansion, overhauled member statement and tax-slip reporting into automated audit-compliant delivery, and translated regulatory mandates into platform capabilities engineering could build. Built the release governance that made delivery predictable in a regulated environment.

EXL — Program Manager (Product Owner, LifePRO)

Jun 2015 – Jul 2018

Core insurance policy administration platform • Client: CNO Financial Group (US insurer)

- Owned product strategy and release delivery for an enterprise software product: took enhancement requirements directly from client executive leadership, converted them into prioritized roadmaps, and directed a 24-person cross-functional organization — end-to-end ownership from client requirement to shipped feature to measured adoption. Repositioned platform capabilities around how end users actually worked; built the feature-adoption dashboards that steered roadmap investment. Promoted from Project Manager (2015–2017).

Earlier career — CSC, CGI, Infosys

Oct 2009 – Jun 2015

- Engineering foundation in enterprise financial systems: System Programmer Analyst on CSC's Wealth Management Accelerator (feature expansion enabling new insurance product lines; introduced agile into waterfall delivery); Software Engineer at CGI and Systems Engineer at Infosys building high-availability mainframe modules (COBOL/JCL) for financial services clients.

BUILDS — BEYOND THE ROADMAP

SuperFile (app.superca.in): AI bookkeeping for chartered-accountancy firms, live in production. Receipts arrive over WhatsApp and email; AI extracts, classifies, and posts entries into Tally and Busy on confidence — including an RPA bot for Busy, which has no API. Support is self-healing: in-app reports trigger a Claude-powered fix-bot that reproduces, fixes, tests, deploys, and replies to the user. Designed, engineered, shipped, and supported solo.

AB Product Brain: The company in one queryable system — warehouse, codebase, tickets, analytics events, and live application data, answered in plain English.

DocuShield: Document fraud detection that separates every document into layers and inspects each, down to re-computing the arithmetic on bank statements.

UK Visa Interview Prep: School-specific credibility-interview practice — students answer out loud, get per-question scoring and coaching, and finish with a scorecard.

Job Insights: Every program mapped through CIP codes to official Canadian labour data: jobs posted in the last 60 days and expected salary.

Application Assistant: A chat widget wired into every application API, answering users from the live state of their own application.

SKILLS

Product leadership: Product strategy & OKRs • Operating cadence • 0-to-1 at scale • Customer discovery • Experimentation • Build-vs-buy • Unit economics & capital allocation • Coaching product managers (player-coach) • Regulated environments

Hands-on: SQL • AWS • AI-assisted engineering (Claude Code, Cursor, Codex) • LLM APIs & retrieval systems • RPA • Agentic prototyping

EDUCATION & CERTIFICATIONS

B.E., Electronics & Communication, Maharshi Dayanand University (2009) • PMP, Project Management Institute, 2018 (#2210894) • Microsoft Certified: Azure Data Scientist Associate, 2020