

Saurav Patro

Marketplace & Platform Product Leader • Partner Platforms • Wallets & Payouts • LLM Products

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EXECUTIVE SUMMARY

Marketplace product leader with over ten years on every side of one: partner platforms at Careem, sellers at Amazon, delivery riders at Zomato, and a three-sided travel marketplace at Travel Triangle. Builds from zero to one (Careem for Business, Zealth), closes partner deals through to exclusivity and equity, and designs the wallets, payouts and incentives underneath. Ships LLM products and prototypes hands-on with Claude Code, Lovable and Replit.

LEADERSHIP COMPETENCIES

Two-Sided Marketplaces

Partner Platforms

Partner Deals

Wallets, Billing & Payouts

Incentive Design

LLM Products

Zero to One

P&L Ownership (\$20M+)

PROFESSIONAL EXPERIENCE

Careem

Mar 2024 – Present

Lead Product Manager, New Bets (AI & Enterprise)

MENA super-app serving 50M+ users across ride-hailing, food delivery, grocery, payments, and partner services.

- Built Tenants, a partner platform where businesses such as Justlife and Washmen list services and sell through the Careem app and Careem Pay: **20+ partners in Dubai, 15 in Jordan, 7 in Egypt** in six months
- Grew partners with the platform: Careem went from ~5% of a car-rental partner's business at launch to **~96% of its GTV**, and **~92%** for a home-services partner; adopters **tripled app spend**
- Inherited a strained partnership with car-rental partner Swapp, rebuilt the joint roadmap in six months, and closed exclusivity and **Careem's first equity stake in a partner app**
- Launched Careem for Business from zero after spotting month-end tax-invoice tickets: a fake-door page drew **200+ forms from ~70 companies** in two weeks
- Designed its spend policies, preloaded wallets and pay-as-business checkout, then sold the first accounts personally: **\$200K a month in revenue three months after launch**
- Shipped an LLM grocery list (photo, WhatsApp list or voice agent), benchmarked against a human-transcriber baseline before launch: **22% week-one adoption** against 5-7%, adopter order value **~70 to ~250 AED**
- Founded AI Enablement as a 3-person team: Ask Careem, a retrieval assistant at **~98% accuracy**, and AI merchant tooling that lifted **merchant revenue 24%** and cut onboarding from 6 days to 1
- Lead **seven direct reports** (five PMs, two APMs) with engineering and design on a dotted line; created and funded a company-wide hackathon where every vertical set its own priorities

Zealth.club

Apr 2023 – Jan 2024

Chief Product Officer & Co-Founder

AI-powered personal health records and health management, built on India's national digital health rails.

- Built a health-records network on India's ABHA rails across **five partner groups** (government, insurers, hospital chains, diagnostic labs, private clinics), **one of the first five companies in the government sandbox**
- Played the partner side of a platform ecosystem: built Zealth to sit on ABHA the way payment apps sit on UPI, a neutral layer rather than a provider, payer or insurer; the pilot **earned revenue**
- Shipped consent-gated longitudinal records for patients and a patient-history tool for doctors and labs; piloted across **8 hospitals and 40 clinics**, shut down when ABHA was deprioritised

Hike

Apr 2022 – Mar 2023

VP, Chief of Staff to CEO

Mobile technology company pivoting from messaging (150M users) to a real-money gaming platform.

- Led a 230-person cross-functional team through the pivot in 6 months to **\$100M in recurring revenue, profitable from day one**, presenting progress to the CEO, Board, and investors

- Ran the full economy of Rush's **two-currency ecosystem** and built the pay-to-play loop for the freemium tier, **converting 8% of new users to paid every month**
- Designed the Rush VIP tiered loyalty programme, **raising user spend 30%** and **D30 retention from 12% to 30%**
- Set up Hike's first Data and Revenue team, made **A/B testing and pricing governance** the default path to ship, and **improved margins by 20%**

Amazon

Dec 2020 – Apr 2022

Product Leader, Seller Growth & Quick Commerce

World's largest e-commerce marketplace. Owned the partner side: seller onboarding, trust, and quality, from India for global markets.

- Rebuilt seller onboarding mobile-first after field visits showed micro-sellers (80% of India volume) using cyber cafes; scaled globally, **generating \$130M in incremental revenue**
- Shipped a **30+ signal** ML quality engine blocking fraudulent sellers and listings, **cutting returns 25%**
- Built the "Top Brands" product-page trust signal, lifting D2C brand **revenue 200%** at **3% higher conversion**

Zomato

Sep 2018 – Dec 2020

Group Product Manager, Online Ordering

India's largest food-delivery marketplace (customers, restaurants, riders), scaled to 500 cities and 40M+ monthly orders.

- Led the product team behind order delivery (rider assignment, delivery coverage, rider pay, fraud) from **5 to 500 cities**, with one north star: no time when the app had no restaurant able to deliver
- Turned around delivery unit economics **from -20% to +16% EBITDA** across a 250-city P&L on a \$20M budget
- Order data showed 80-85% of orders were within 3km, so built a bicycle delivery fleet from zero: **90K riders fulfilling 43% of all orders at 50% lower cost**
- Replaced one city-wide rider pay plan with **pay plans for rider groups as small as 10**, including part-time plans, so a rider working two hours never chased a 50-order bonus
- Built Zomato's first promotions platform: bank, wallet and Zomato Gold discounts **applied automatically in one cart**, and customer fees that could be targeted by customer group
- Shipped Karma Score, an ML fraud model on 30+ signals, **cutting platform abuse 90%**, and a dynamic pricing engine that **improved margins 18%**

Travel Triangle

Jun 2017 – Jul 2018

Product Leader, Customer Experience

Three-sided holiday marketplace connecting travellers, local travel agents, and on-ground providers across India.

- Launched weekend-getaway packages that drew **90% of repeat travellers and 40% of revenue** in 6 months
- Rebuilt a ~5%-repeat business around referrals: a referral reward and loyalty programme, with **~20 trips per converted traveller** as the north star
- Built a retargeting and conversion engine scoring leads on **25+ profile attributes**, and led a 40-person CX team, **improving lead-to-conversion 23%**

Delhivery

Dec 2015 – Jun 2017

Manager, Business Operations

Indian logistics unicorn building tech-driven supply chains for e-commerce. Among the first 30 employees.

- Built the DMiles prepaid wallet for B2B clients, **recovering \$3M in unrealised revenue** and **cutting leakage 95%**
- Built AddFix, an address-resolution engine learning from successful deliveries to structure free-text Indian addresses; later **offered to Amazon as a service**

EDUCATION

MBA, XLRI Jamshedpur • GMAT 710 • Top 5% of batch • Exchange in USA and China

2013 – 2015

BBA (Strategy & Marketing), Central University of Jharkhand • 9.1/10 GPA • Top 1% • President of India Scholarship • Founded Unnayan (free tuition, 7,000+ village students)

2009 – 2012

INDEPENDENT BUILDS

Built hands-on: Cubby (baby-care app) • Journey Log (fitness app) • Claude skills for venture review and app teardowns • fake-door and prototype sites on Lovable and Replit