

# Mayank Lavania

Entrepreneur & Product Manager

📍 India

📞 +918400026000


✉️ mayank.lavania@gmail.com

🌐 <https://fikaa.net>

## Profiles

 mayank-lavania

Linkedin

 lavs9

GitHub

## Skills

### Engineering

Python, HTML, Javascript, SQL, API Programming

### Management

Team Leading, Stakeholder management

### Product

Problem solving, evidence driven

### Finance

Trading, Technical Analysis, Valuation, Personal finance

## Interests

### Outside of work I like

Reading, Writing, Stock market, Product ideation

### To relax I do

Hiking, Travelling, Meditation, Football, Sports

## Education

### IIT Kanpur

Mathematics and Statistics

2004-2010

MSc

High agency generalist with over 14 years of experience in product management, finance, and entrepreneurship, I have driven significant growth and success for companies like Fisdom, Paytm Money, and Goalwise as part of their early team member.

## Experience

### Fisdom

Senior Product Manager

August 2019-Present

Responsible for Infrastructure product along with customer facing products of Mutual funds and stock broking. Managing a team of 5 Product and design colleagues and product pipeline and feature release with 25+ engineering team.

- Boosted operational efficiency by 50% by implementing OSS Frappe framework for CRM and backoffice.
- Improved customer satisfaction by revamping payment infrastructure for 4 products, resulting in 50% higher success rate and 90% fewer complaints.
- Implemented product strategy that decreased customer onboarding time by 88% (from 50 to 6 hours) using OCR tech, resulting in improved customer experience and increased auto approval.
- Implementation of infrastructure rewrite and revamp for Mutual Funds, Payments, Onboarding and CRM/Backoffice increasing efficiency in all departments.

### Paytm Money

Manager

April 2018 - August 2019

- Envisioned the release of Paytm Money app with responsibility for onboarding, payments and crm.
- Built product from scratch which catered to an average 10,000 onboarding users per day and averaging 1.5Cr worth orders in a day.
- Managed team of 3 along with 15+ engineers and also managed 50+ onboarding/operations/customer support team.

### Goalwise(Niyo Money)

VP

November 2016 - April 2018

- Envisioned the release of India's first goal based investing app.
- Responsible to bring Razorpay as PG for wealthtech and integration of RTA APIs for mutual funds also as industry first.

### Zero Analytics

Founder

December 2015 - November 2016

### Kapila Krishi Udyog Pvt. Ltd.

Head Growth

July 2011 - December 2015

### RCS Entertainment Pvt.Ltd and RCS Hospitality

LLP

Director

June 2009 - December 2015