



Logistics that empowers

# Job Description Product Manager



## About Freight Tiger

Freight Tiger is India's largest freight network that combines offline with digital to build an intelligent ecosystem for the logistics industry. Founded by Swapnil Shah in 2015, the startup was the first to launch multi-tier visibility in India, which has become an industry norm today. Since then, Freight Tiger has grown to provide end-to-end logistics solutions that help businesses optimize their logistics operations and grow their business. In 2020, the company also launched financing solutions for customers to help them get access to credit and working capital.

Freight Tiger provides its services to 200+ clients including Saint Gobain, Dalmia Group, JSW Steel, Patanjali, Kohler, DHL, Damco, Parle and MRF among others.

Freight Tiger is backed by Lightspeed Venture Partners, Shriram Logistics and Moonstone Investments.

**Website :** [www.freighttiger.com](http://www.freighttiger.com)

**Email:** [hr@freighttiger.com](mailto:hr@freighttiger.com)

## Management Team



### Swapnil Shah

CEO & Founder

Swapnil is deeply invested in seeing a paradigm shift in logistics that will improve our everyday lives as makers, movers and consumers. He started his career as a research engineer solving surface engineering and tribology problems at Caterpillar's Technical Center. Prior to founding Freight Tiger, he worked with Dana Holding Corporation, where he played a key role to achieve one of the most successful turnarounds in the US automotive industry. He also set up Dana's commercial vehicle business in India. Prior to this, Swapnil was with Caterpillar Inc, where he set up two services businesses and led an effort to launch "Toyota Production System" through Lean 6 Sigma to achieve operations excellence at GM, Nissan and Mercedes Benz, in the US and Mexico. He holds a BE and an MS in Metallurgical engineering and an MBA from Harvard Business School.



## Amol Shah

Chief Operating Officer

Amol uses his decade long experience in supply chain and procurement with the world's most cutting-edge technology leaders to build operational capabilities at Freight Tiger. Prior to this, he was at Apple, where he played a key role in revamping operations to boost productivity and efficiency, launching new products within aggressive timeframes and rationalizing costs across 11 facilities in five countries. Prior to this, he led the process optimization effort for new product development at Siemens Energy across all business lines. He holds a BE in Production Engineering, an MS in Industrial Engineering and an MBA from Harvard Business School.

# Job Description

Location: Bangalore

## About the Role:

As a Product Manager you'll start your journey at Freight Tiger with what is best for our customers. That can be hard, but we refuse to settle, given we are a customer-obsessed company. We are committed to figuring out what matters to our customers and then doing everything in our power to deliver it. We are looking for an experienced product manager who is passionate about solving customer problems and who has demonstrated success working backwards from ambiguous customer needs, translating them into disruptive, successful products that delight customers. In this role, you will be defining strategy/product vision through feature definition, prioritization, positioning, naming, go-to-market/adoption and P&L. You will put to use best of breed technologies and design thinking to accomplish this at a scale that has never been done before in the logistics industry.

## Key responsibilities:

- Own the pipeline creation - Create more opportunities/deals for the sales team to engage through outbound, inbound and nurturing channels.
- Own the entire product life cycle for products at Freight Tiger from inception, to strategic planning, delivery to live launch, post-launch tracking and ongoing product management, enhancement, and development.
- Work closely with internal stakeholders across Product, Engineering, Customer Support and Sales to deeply understand and address product needs.
- Work with the leadership team to understand the customer and their needs/concerns and define solutions.

- Conceptualize new business initiatives by working with business stakeholders and create business impact through effective planning, business analysis and operational data metrics, and by driving execution with operations and technology teams.
- Manage payments and operational processes.
- Create product specification documents and conduct product specification reviews with key stakeholders.
- Analyze product metrics regularly and use the learning for product innovations and improvements.
- Proactively identify and resolve strategic issues that may impair the team's ability to meet strategic, financial and technical goals.
- Define and track metrics that measure the success of your product/features, including adoption and growth.
- Hold external communications with customers to understand their needs closely.

## Requirements:

- B.Tech/B.E. in any stream, MS/MBA from a Tier-1 institute.
- At least 4+ years of experience in a B2B startup.
- Passion for technology and tracking developments in tech/logistics industry.
- Knowledge of project management and design tools like Jira, Wireframing (Sketch / Figma), Trello etc.
- Knowledge of Agile Methodologies like Scrum.
- Self-driven, comfortable with a fast-paced, always-on, highly ambiguous environment.
- Strong influence and cross-functional collaboration skills; able to craft clarity and drive focus in complex and dynamic contexts.
- High problem solving and customer-centric mindset.
- Strong passion for data-driven decision making i.e. extremely high focus on analytics.
- You are technically tuned and business savvy to interface with all levels and disciplines within an organization, from engineers to senior leadership.
- To be able to communicate both the business and technical rationale behind your product decisions.



- Product user experience understanding and understanding of mobile is a plus.

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