

DEEKSHITH RATHNAKARAN

Senior Product Operations Specialist | AI SaaS Platforms | Product Operations |
Business Operations | Customer Success | Platform Operations
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SUMMARY

Senior Product Operations Specialist with 6 years of experience supporting AI-powered SaaS platforms across Product Operations, Business Operations, Platform Operations, Customer Success, and Technical Operations. Experienced in managing live operations, incident resolution, SLA adherence, product adoption, customer enablement, release validation, operational analytics, and cross-functional collaboration with Product, Engineering, QA, and Customer teams. Skilled in improving workflows, analyzing operational trends, supporting product lifecycle activities, and driving continuous improvement in fast-paced technology environments.

CORE COMPETENCIES

AI Product Operations | AI SaaS Platform Operations | Customer Success Operations | Product Operations | Business Operations | Platform Operations | Customer Lifecycle Management | Incident Management | SLA Governance | Product Adoption | Release Validation | UAT | Operational Analytics | KPI Reporting | Process Improvement | Workflow Optimization | Stakeholder Management | Knowledge Management | Agile Collaboration | Technical Troubleshooting.

PROFESSIONAL EXPERIENCE

PIXIS – Senior Product Operations Specialist | Sep 2025 – Present

- Managed Product Operations support for AI-powered Campaign Management and Creative SaaS platforms (Prism and AdRoom), partnering with Product, Engineering, QA, and Customer teams to improve platform adoption, customer experience, and operational efficiency.
- Managed live operations, customer-impacting incidents, escalations, and operational workflows while supporting SLA adherence and service reliability.
- Investigated application workflows, API behaviour, and platform issues using troubleshooting tools to support issue resolution and improve operational effectiveness.
- Collaborated with Product and Engineering teams to analyze recurring issues, customer feedback, and product usage trends for continuous improvement.
- Supported customer onboarding, product enablement, adoption initiatives, and lifecycle operations across AI-driven marketing workflows.
- Participated in feature testing, UAT, sprint activities, release validation, and operational readiness reviews.
- Used operational reporting and analytics to monitor KPIs, customer trends, and platform performance indicators.
- Created SOPs, troubleshooting guides, knowledge base articles, and enablement resources to improve operational scalability.
- Leveraged AI-enabled platform workflows and productivity tools to support campaign optimization and operational efficiency.

Zynga – Player Support Manager | Mar 2025 – Jun 2025

- Managed player escalations and live operations support, ensuring customer-impacting issues were investigated and resolved effectively.
- Collaborated with the TELUS team, Product, QA, and Engineering teams for issue triage, bug validation, release support, and resolution.
- Supported operational monitoring, UAT activities, and post-release issue analysis.
- Analyzed operational trends and contributed to process improvement and knowledge management initiatives.

AGCO – Product Support Specialist | Nov 2022 – Nov 2024

- Supported enterprise digital farming SaaS products by troubleshooting product issues, improving user adoption, and supporting customer success outcomes.
- Investigated product behaviour, replicated issues, validated fixes, and collaborated with Engineering and QA teams to minimize customer impact.
- Supported platform operations, release readiness activities, testing support, and customer-impact assessments.
- Used SQL, Power BI, and reporting tools to generate operational insights, performance reports, and customer trend analysis.
- Performed API and application troubleshooting using Postman and cloud monitoring tools.
- Developed troubleshooting documentation, knowledge resources, and onboarding materials.
- Contributed to continuous improvement initiatives focused on operational efficiency and customer experience.

BYJU'S – Operations Success Specialist | Nov 2020 – Nov 2022

- Managed customer escalations and operational workflows to improve customer satisfaction and service quality.
- Used reporting and analytics to analyze operational performance, customer trends, and business metrics.
- Collaborated with QA and cross-functional teams on testing, issue validation, and customer experience improvements.
- Improved chatbot workflows, support processes, and knowledge management practices.
- Supported operational reporting and process improvement initiatives.

EDUCATION

Bachelor of Engineering (Computer Science)

| Sahyadri College of Engineering and Management | 2020

TOOLS & PLATFORMS

SQL | Salesforce | Jira | Confluence | Postman | Power BI | Tableau | Excel | Splunk | Chrome DevTools | AWS CloudWatch | ChatGPT

LANGUAGES

English | Malayalam | Hindi | Tamil | Kannada