



Rytham Garg

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Summary

Product-minded technology consultant with ~ 4-year experience leading end-to-end delivery of enterprise digital products for Fortune 500 clients across banking, utilities, and consumer electronics. Track record of defining requirements, driving 0→1 launches, and scaling solutions to 10M+ users while measuring impact through CSAT, deflection rates, and cost-per-transaction.

Professional Experience

Senior Implementation Consultant | Sprinklr | India

2024 – Sep 2025

- Delivered Sprinklr's largest ARR engagement – a global contact center transformation for a Fortune 100 streaming company spanning 2,500+ agents across 3 continents, improving CSAT from 3.8 to 4.1 and reducing handle time by 22%.
- Led 30+ stakeholder discovery workshops with C-suite executives, translating ambiguous business goals into product requirements, user stories, and prioritised roadmaps across 20+ enterprise engagements.
- Drove \$1M+ in post-launch upsell revenue by identifying product expansion opportunities and building ROI-driven business cases that demonstrated measurable value to C-suite stakeholders.
- Authored 10+ PRDs for enterprise client-requested features, covering user stories, acceptance criteria, edge cases, and API contracts, and drove them through Sprinklr's engineering pipeline to release.

Implementation Consultant | Sprinklr | India

Apr 2022 – 2024

- Awarded Implementation Consultant of the Quarter (Q1 2024), recognised for outstanding product delivery and client impact across Fortune 500 accounts.
- Developed and deployed 7+ conversational AI products integrating knowledge bases, GPT, client APIs, and Meta product catalogs, reducing agent-handled queries by 40%+ across deployments.
- Contributed to WhatsApp banking implementation for India's largest private bank, owning geolocation-based ATM discovery and card limit workflows via API integrations, reducing customer service calls by 40%.
- Mentored 10+ junior consultants, cutting onboarding time from 6 to 3 weeks through structured training programs and best-practice playbooks.

Business Development Associate | Family Trading Business | Delhi, India

Jan 2021 – Apr 2022

- Identified and launched a premium Basmati rice export vertical, diversifying revenue beyond core tea trading through market research and supplier negotiations.
- Negotiated procurement agreements with 5+ Haryana rice mills, securing competitive pricing for 40-ton container shipments and ensuring supply chain reliability.
- Managed end-to-end export compliance including APEDA, Phytosanitary and Certificate of Origin documentation for international shipments.

Education

MBA (PGPX) – *Indian Institute of Management, Ahmedabad* | Dubai, UAE.

Bachelor of Engineering – *Chemical Engineering (Honors), BITS Pilani* | India

Accomplishments

- Awarded Implementation Consultant of the Quarter (Q1 2024) at Sprinklr, recognised for outstanding product delivery and client impact across Fortune 500 accounts.
- Received fast track promotion at Sprinklr, advancing from Consultant to Senior Consultant in 1.5 years vs an average of 2 years

Certifications

AI Fluency: Framework & Foundations, Anthropic

Predicting House Prices with Regression using TensorFlow; Successful Negotiation: Essential Strategies and Skills

Extra-Curriculars

- Founding member, Treasury Committee (IIMA Dubai) – Independently built the treasury management website from scratch, now used as the primary platform for student budget management.
- Active volunteer with Agni Foundation for 2 years (2022–2023), contributing to monthly food donation campaigns serving underprivileged communities across New Delhi.
- Reached Round 2 of 3 in Synergist and Monarch, IIMA's flagship business and strategy case competitions, demonstrating structured problem-solving and business acumen.