

DEEPAK SINGH

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- Lead Product Manager with 13+ years building regulated **consumer and platform products**, including agentic health assistants and personalized **care workflows** at scale, leading end-to-end customer discovery, strategy, and execution across B2C and B2B2C domains, **with \$145M+** in measurable business impact.
 - Trusted cross-functional leader and team mentor, known for turning ambiguity into product strategy, aligning executives and engineering, and shaping roadmaps that balance innovation, user trust, and long-term scalability.
 - [Self-built products](#) — AI-native product prototypes I designed and built, running on mocked data.
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EXPERIENCE

Wex | Lead Product Manager

Mar 2026 - Present

Sole PM owning the unified homepage as three platforms (Medical Insurance, COBRA, HSA/FSA) converge into a ~\$800M, 21M-account Benefits business

- Defining a state-aware personalized homepage that adapts to 3 personas (broker, employer, employee), who use the benefits platform, making the landing and navigation journey intuitive
- Scoping Wexly, an embedded AI assistant for quick discovery and product navigation guidance

Teladoc | Senior Product Manager

Aug 2021 - Jan 2026

Led AI-first consumer and provider experiences at scale. Delivered \$145M impact across mental health, care navigation, and personalization.

- Built a RAG-based GenAI **Agentic Assistant** from vision to launch, with eval telemetry and hallucination controls, **driving \$23M** in revenue and cost savings
- Led the 0 to 1 launch of **Mental Health Coaching** Digital Product, reducing wait times by 91%, unlocking **\$27M ARR**, supporting 100M+ pipeline lift through scalable, personalized support.
- Personalized homepage for **24M active users** with ML-driven behavioral targeting, reversing conversion decline 3.2%→3.7%, impacting \$131M revenue
- Partnered with a peer product team to shape their computer-vision **Remote Patient Monitoring** product, **cutting in-hospital patient falls 32%** and unlocking \$33M revenue (\$134M potential)
- Authored enterprise AI strategy for the Mental Health portfolio, **producing a CEO-facing product vision** that won executive alignment for a unified, cross-product adoption.
- Owned pricing and bundling implementation of new offerings across Salesforce CRM, contracts, billing, and admin systems; standardized workflows, and ensured accurate client onboarding and invoicing
- **Mentored PMs** to grow into high-impact ICs - guided their execution, bringing \$7.5M of new revenue by tailoring the existing product for the adolescent segment

Highmark | Product Manager

Jul 2019 - Aug 2021

Led ML-enabled enterprise platform products for a \$26B healthcare conglomerate spanning across insurance, hospitals, and health IT

- Launched an ML-based risk-stratification platform that enabled proactive clinical intervention for care teams, **avoiding \$15M in costs**
- Launched a platform to automate EOBs to improve accuracy and scalability across plans
- Strengthened key client retention through roadmap collaboration with clients, improving CSAT 7.0→9.2
- Led compliance updates, **preventing \$2M in fines** and claims for 4 clients

Launched a differentiated video telephony solution for Samsung's first Tizen device—drove 1M unit sales in 5 months

- Drove alignment within 350+ engineers and business across multiple R&D centers for Samsung's first Tizen Smartphone (Z1), contributing to **1M device sales within 5 months**
- Defined global requirements and built a low-bandwidth video telephony and media player solution for emerging markets, **lifting call success 27%** across a 5-country GTM
- Synthesized consumer insights for Samsung's cloud-based AI assistant (Bixby), reporting findings to product leadership to inform feature roadmap and model improvements

OTHER SKILLS AND COMPETENCIES

- **AI/ML:** LLMs, Prompt Engineering, Fine-tuning, Reinforcement Learning, Harness Building, Multi-agent Orchestration, Multi-step Reasoning, Responsible AI, MCP, Knowledge Graphs, NLQ, A2A Agentic Protocol (Learning)
- **Product:** Roadmapping, A/B Testing & Experimentation, Stakeholder Management, HIPAA, Regulatory Strategy, Product Portfolio Management, Competitive Analysis, Prioritization, Executive Communication, Product Documentation, Customer Empathy, Predictive Data Analysis, Workflow Automation
- **Tools:** Figma, Miro, Jira, ProductBoard, AWS, Azure, SQL, Python, C, C++, UX/UI Design, Agile Methodologies, Lovable, Vercel v0

EDUCATION

University of Pittsburgh | MBA and MS in Product Development and Marketing

Aug 2017 - Apr 2019

Visvesvaraya Technological University | BE in Computer Science Engineering

Aug 2007 - May 2011

THOUGHT LEADERSHIP & RECOGNITION

- [Self-built products](#) — AI-native health products I designed and built, running on mocked data
- Author of the Book - [Launching Digital Health Products](#): The 4C Pathway to Innovation and Impact
- Speaker - AI and Big Data Conference, Santa Clara; Tech Summit, San Francisco; International Summit on Biotechnology and Bioinformatics, San Francisco; Global Big Data Conference, Virtual
- Ex-Top Product Management Voice on LinkedIn (Artificial Intelligence, Product Management)
- Fellow (Top 4%) at the British Computer Society (Among the top 5 Computer Societies in the world)
- Ex-Editorial Head of Samsung's Internal Magazine