Shlok Bum

Product Manager

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Experience

Product Manager III, Walmart Global Tech — Aug 2025 - Present

Property Tax Payments - $1.4B in annual payments across 22,000+ bills

Recipient of Walmart's Excellence Award

AI Based Product Delivery & Discovery

- **Used AI to build and ship** Walmart US Property Tax's first live metrics dashboard in **3 days, without engineering support**, from UI to queries to provide real-time data and trends, with quicker RCA
- Reimagined discovery for a reimbursement workflow projected to **save $1M+ by building an interactive AI prototype** mid-discovery, to validate the product vision, surface edge cases, and align business and engineering.

Platform & Data Delivery

- **Transformed a reactive, manual Walmart property-tax operation into a live 0→1 platform**, enabling real-time bill visibility, proactive bill due/overdue alerts, payment reconciliation, etc.
- Converted that visibility into a **$2M+ annual savings opportunity** through early-payment discount capture and penalty avoidance, while eliminating **1-2 FTEs of manual effort** and **100+ hours/year** of reconciliation.
- Led onboarding of property-tax data from an external software vendor into Walmart's Tax Data Hub, aligning business, engineering and the vendor on source-data requirements and driving resolution of data issues.
- Lead Walmart Tax's transition to Oracle's new financial consolidation platform (HFM to FCCS), owning the translation of the data into tax reporting and reconciliation requirements for **global tax reporting**

Product Manager, NoBroker — June 2022 - August 2025

Packers and Movers - NoBroker's highest revenue segment

Revenue & Profitability Optimisation

- Doubled self-checkout conversion **from 15% to 30% and improved stage wise funnel by 50%** by refining UX, streamlining the booking flow, with data driven and user interview based optimisations, reducing reliance on sales calls for conversions.
- Built a 0→1 product - **On-Demand Tempo Booking** - scaling to **400+ daily orders** with **proximity-based vendor allocation** including both customer and partner app, unlocking a new revenue stream.
- Worked directly with **leadership and cross-functional stakeholders like business, marketing, etc.** to align product strategy with revenue and profitability goals, ensuring sustainable growth.

Operational Efficiency & Automation

- Automated **70% of partner assignments**, reducing turnaround time from **57 hours to 15 hours** in just 2 months, improving service reliability, operational efficiency and **reduction in job delays by 40%**
- Built an AI based video upload flow for auto inventory capture. Saw 5% adoption with 50% completion rate.
- Reduced customer booking confirmation time **from 23 hours to 3.5 hours**, saving **1,200+ man-hours monthly** by automating post-booking processes and customer onboarding.
- Increased organic lead contribution **from 9% to 24%** and improved Google search rankings from **30+ to Top 5** through targeted SEO on city-specific landing pages, reducing acquisition costs.

Education

Indian Institute of Technology Guwahati *2018–2022*

BTech, Engineering Physics — GPA – 7.1/10

- **Founded and led** a 50+ member cooking club; hosting Pan-IIT events and FoodFests with **2,000+ footfall.**
- **Core Team, Techniche, Techfest IITG** - Organized a management conference with 250+ global participants. Led a 10-member team, organized hackathons, and hosted speakers from Oracle and BCG.

Achievements & Honours

- **2023 - 3rd Position out of 25 teams**, *NoBroker Hackathon*
- **2021 - 1st Position out of 300 teams**, *CasEx, E-Cell, IIT BHU*
- **2021 - 4th Position out of 400 teams**, *Ace the Case, IIT Guwahati x IIM Indore*

Skills

Data Analysis, Agile, User Research, Sprint Planning, Stakeholder Management, Road Mapping, A/B Testing, Feature Prioritisation, Product Requirement Documentation, RCA, SQL, Metabase, Python, Google Analytics