Product Manager - Processing Engine Performance (Mumbai)

Snipp is a fast-growing publicly listed company focused on building promotions, loyalty and shopper marketing technology solutions for brands. We work with some of the largest brands and agencies in North America and increasingly internationally and produce cutting-edge campaigns for them.

We're looking for smart, entrepreneurial people who enjoy challenges and working on cutting edge technology – no one will be holding your hand here. In exchange, we promise to pay you fairly, give you flexibility in how/ where you work, present you with lots of challenges so you will never be bored and oh yeah, give you real stock options in a public company (so they're actually worth something already).

This role would optimize and maintain the configurations of Snipp's Image Processing Engine. This role will analyze current data and workflows to identify system improvements and ensure the system's primary goal: to increase the rate and accuracy of processing (i.e. "autoclear rate").

Job Requirements

The candidate should have strong process and analytical skills. This role requires developing a deep understanding of the system user interface, various databases, processing workflows and management of associated accounts. This person will be the system expert, trainer, and resource for Account and Project Managers. The person must have experience in communicating and collaborating with engineering and product managers to define efficient system upgrades. Experience in project management is preferred.

- Analyze data sets to identify and correct errors as well as institute system controls to prevent new errors to the databases.
- Analyze system performance to identify opportunities to improve automation through better matching algorithms or machine learning approaches.
- Review workflows and results to identify opportunities to improve system intuitiveness, and processor efficiency.
- Communicate and collaborate with engineering to create system and product improvements.
- Review feedback from end customers/ CS enquiries to identify opportunities to enhance the product.
- Troubleshoot any misalignment with the client's goals.
- Add and maintain system configurations to ensure the most updated information available is implemented

What Snipp Offers:

- The opportunity to shape the future – yours and ours – at a well-established and fast-growing company with offices across the US, Canada, India, and Europe.
- Our offices are modern and open-concept
- Stock options
- Free snacks on the company dime
- Flexible working from home schedule

Skill Requirements

- Analytical skills – ability to review and analyze significant amounts of data using queries and other tools
- Process skills – ability to review workflows and identify opportunities for improvement
- Problem solving – ability to identify the root causes and provide short term and long-term fixes
- Collaboration – collaborate with various user stakeholders and engineering to identify the optimal solution by changing workflows or making system upgrades or both
- Communication – clear and concise communication skills. Ability to simplify complex systems and processes to ensure consistent understanding and application
- Organization – ability to prioritize and organize engineering requirements to optimize engineering resources and system output
- Intuitive – Must be able to look deeper into different ways to gain efficiency, when the obvious solution is no present

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