

NIKHIL MESHAM

PRODUCT OPERATIONS | BUSINESS OPERATIONS | PROGRAM EXECUTION

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Portfolio: nikhilmeshram.com | GitHub: github.com/nikhilmeshramwork-bot

PROFESSIONAL SUMMARY

Product and business operations leader with 10+ years across cross-border logistics, entrepreneurship, manufacturing and mining in India and Africa. IIM Lucknow MBA and NITK engineer experienced in translating customer and operating problems into workflows, process improvements and AI-enabled product prototypes. Delivered 20x revenue growth, ~40% conversion improvement, a 3-5 minute cycle-time reduction and leadership of 80+ people.

CORE SKILLS

Product & Workflow: Product discovery, requirements gathering, customer journeys, workflow design, process improvement, product documentation

Operations & Analytics: KPI tracking, root-cause analysis, reporting, logistics, cross-border operations, manufacturing, service reliability

Execution & Leadership: Program execution, stakeholder management, cross-functional leadership, vendor and customer coordination, team coaching

Tools: Excel, Notion, Jira, Trello, process mapping, basic Python/React/Firebase/Streamlit, ChatGPT and AI-assisted workflows

SELECTED PRODUCT WORK

SearchOS - Evidence-led Job Search Operations | [GitHub](#)

- Built a local-first control plane for role intake, explainable fit scoring, evidence selection, approval gates and application pipeline tracking.
- Designed quality controls that keep unverified claims and draft products out of recruiter-facing materials while preserving human approval.
- Published runnable source, product rationale and setup documentation on GitHub.

PowerCost Lab - Global Energy Cost Intelligence | [GitHub](#) | [Live product](#)

- Launched a global electricity-cost product with 12 focused calculation models, 30 localized calculator pages and reference guidance for 11 verified markets.
- Converted complex appliance behavior, tariffs and user assumptions into transparent, editable decision workflows rather than black-box estimates.
- Designed a privacy-safe evidence pipeline with explicit consent, source provenance, deletion receipts, quality scoring and publication thresholds.

PROFESSIONAL EXPERIENCE

General Manager - Transport & Growth Operations | [Karan Investments](#)

Beira, Mozambique | Dec 2024 - Aug 2025

- Directed cross-border transport and logistics operations across Mozambique, Zambia, Malawi and Zimbabwe, coordinating dispatch, finance, vendors, customers and on-ground teams.
- Translated service delays, customer pain points and execution gaps into process and reporting improvements for fleet movement, cargo progress and issue resolution.
- Led business development, finance, HR, dispatch and operations, aligning pricing and service commitments with delivery realities.
- Tracked route, shipment and customer escalations to support operational decisions and service-level improvements.

PROFESSIONAL EXPERIENCE - CONTINUED

Project Management Trainee - Operations Improvement | Suprabha Protective Products Pvt. Ltd.

Pune, India | Apr 2024 - Oct 2024

- Conducted a time-motion study on the SAPL production line and reduced packaging cycle time by 3-5 minutes per unit.
- Identified layout, bottleneck and coordination issues; supported KPI-aligned continuous improvement and productivity initiatives.
- Connected sales, design and operations teams to translate customer requirements into feasible customized solutions.

Entrepreneur / Business Partner - Operations & Strategy | Furnicom Interio

Sakoli, India | Jan 2017 - May 2022

- Scaled the business from one to three districts, delivering 20x revenue growth through market expansion, customer acquisition and disciplined execution.
- Used customer segmentation and targeted offerings to improve sales conversion by approximately 40%.
- Designed end-to-end workflows for sourcing, order intake, pricing, delivery and post-sales support.
- Executed and reviewed 60+ marketing initiatives, using customer feedback and performance outcomes to refine execution.

Assistant Manager | Coal India Ltd.

Chandrapur, India | Feb 2013 - Dec 2016

- Led 80+ people across production, transportation, drilling, blasting, safety and compliance in a complex mining environment.
- Reduced fire-related emissions by approximately 90% in high-risk sections through structured monitoring, planning and corrective action.
- Coordinated with unions, government bodies and central agencies to maintain production continuity and regulatory compliance.

EDUCATION

MBA | Indian Institute of Management Lucknow (IIM Lucknow) | 2022 - 2024

B.Tech, Mining Engineering | National Institute of Technology Karnataka, Surathkal (NITK) | 2008 - 2012

ADDITIONAL EVIDENCE

- Supplied treated water to 400+ drought-affected households using water recovered from flooded mine sections.
- Mentored students in a Naxal-affected region for 500+ hours.