

Yash Anil Channe

Montreal, QC | 428-927-8901 | yasshhc9@gmail.com | linkedin.com/in/yash-a-channe | yashchanne.com

Product Manager candidate | Shipped product work on a live B2B SaaS platform

SUMMARY

Customer-facing product operator with an engineering background. I turn client problems into specs, test plans, and shipped features. Authored 140+ product tickets across 13+ modules of a live municipal SaaS platform (50+ resolved or shipped), including full refinement specs, a structured AI feature evaluation, and permission design questions. Voice of 100+ public-sector clients to Product and Engineering (CAD 1M+ ARR, 98% YoY retention). Builds working tools with Python, SQL, and the Claude API.

KEY ACHIEVEMENTS

- Authored 140+ product tickets (bugs, feature requests, refinements, test cases) across 13+ modules, drawn from 35 client accounts. 50+ resolved or shipped.
- Wrote the full specification for editing a logged repair date: backend, frontend, audit log behaviour, and 8 edge-case tests. Shipped in the June 2026 release.
- Designed and ran a 20-query evaluation of the AI Search feature with pass and fail logging. Found a silent case-sensitivity defect that returned wrong answers. Fix shipped May 2026.
- Scoped project-level cost allocation for Bulk Log Events from a \$948K multi-segment client invoice, as a purely additive change. Shipped September 2026.
- Connected the same feature gap across separate client accounts into single roadmap items, so requests are prioritized by repeated need, not by who asks loudest.

EXPERIENCE

Customer Success Manager, Citylogix Inc

Montreal, Canada | Sept 2025 - Present

- Voice of 100+ public-sector clients to Product and Engineering. Turn client needs into feature requirements and user stories in Jira.
- Partnered with Product and Engineering to launch the Bulk Log Events tool. Improved adoption across multiple municipalities.
- Lead UAT on bug fixes and new releases, including RBAC and permission testing. Validate with clients before rollout. Join Agile ceremonies to align priorities with client impact.
- Manage the full client lifecycle: onboarding, training, QBRs, renewals. Sustain 98% YoY retention across CAD 1M+ ARR.
- Delivered 35+ SaaS implementations. Cut average go-live time from 6 to 4 weeks.

Project Coordinator, Citylogix Inc

Montreal, Canada | Jun 2024 - Aug 2025

- Coordinated project lifecycles using Salesforce and Asana. Boosted task throughput ~10%.
- Managed project budgets over CAD 500K. Processed change orders. Kept delivery on time and in scope.
- Standardized documentation (RFIs, POs, COs). Cut setup time ~15%.

Assistant Department Manager, Provigo Le Marche

Montreal, Canada | May 2023 - Jun 2024

- Led a 12-person team. Reduced turnover ~5% through coaching.
- Led a food waste reduction initiative. Cut waste ~10%. Optimized merchandising to lift high-margin sales ~8%.

Junior Engineer MEP, Scon Projects Private Limited

India | Aug 2021 - Jul 2022

- Prepared technical documentation and compliance logs across 30+ sites. Supported process improvements that reduced rework ~12%.

PROJECTS

CRS Calculator Web App | Built with Claude

2026

- Designed and shipped a live calculator that shows a Canadian Express Entry (CRS) score under today's rules and the Nov 3, 2026 rules side by side (crscal.yashchanne.com).
- 2,849 visitors and 33,880 page views in one week. 132 automated tests run before every update.

Bill Splitter Web App | Built with Claude

2026

- Designed and shipped a live bill-splitting web app (billsplitter.yashchanne.com). 450+ bills split.

CSM Assistant | Built with Claude

2026

- Turned the most repetitive part of the CSM role, writing up client calls, into a tool that also surfaces churn risk across every account.
- Saves 45 min per client call. Flagged 5+ churn risks early and shared 50+ pain points with product.

Road Network Data Discrepancy Resolution | Data Analysis, Process Improvement

Nov 2024 - Dec 2024

- Reprocessed 2019 road condition data with 2024 algorithms and built a multiplier (90% confidence interval) to compare results. Multiplier was standardized across the organization.

B2B Sales Prediction for Champo Carpets | Machine Learning, Python

Sep 2023 - Dec 2023

- Predicted order conversions with Random Forest and Logistic Regression, and forecast sales with Prophet to guide inventory planning.

SKILLS

Product: Feature discovery, Requirements and user stories, Backlog input, Roadmap prioritization, UAT, Agile ceremonies, AI feature evaluation

Customer: Client-to-product translation, QBRs, Renewals and expansion, Executive stakeholder management

Data and Tools: SQL, Python, Excel, Jira, Asana, Salesforce, GIS, Claude API

EDUCATION

Master of Engineering, Industrial Engineering

Sep 2022 - Apr 2024

Concordia University, Canada

Bachelor of Technology, Mechanical Engineering

Aug 2017 - Jul 2021

MIT World Peace University, India

AWARDS

- Culture Award, Citylogix Inc, 2025
- Top Employee, Scon Projects, for process improvement that raised delivery speed 30%