

HARPREET KAUR

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PRODUCT PROJECTS (NEXTLEAP PM FELLOWSHIP, APR 2026 – PRESENT)

Groww Weekly Digest: AI Ops Automator | *Python, FastAPI, Next.js 16, Groq, Gemini, MCP*

- Built a full-stack AI operations Automator that scrapes Play Store reviews and Groww's pricing page, runs a Map-Reduce LLM pipeline (Groq+ Gemini) to generate weekly intelligence reports, and dispatches content to Google Docs and Gmail via a custom MCP server over JSON-RPC. Implemented anti-hallucination KB-grounded prompting for fee explanations and PII binary discard for compliance.

Groww Mutual Fund RAG Assistant | *Python, FastAPI, Next.js 15, Chroma DB, Groq, Playwright*

- Implemented a production-grade Retrieval-Augmented Generation (RAG) system that automates nightly data ingestion from Groww's live site, sanitizes PII, chunks and embeds content into ChromaDB, and serves hyper-accurate mutual fund Q&A via a FastAPI + Next.js interface. Deployed on Render + Vercel with a nightly GitHub Actions pipeline.

EXPERIENCE

Canadian Tire Corporation | Dealer Order Specialist

Jan 2025 – Oct 2025

Spearheaded emergency order fulfillment strategy across 1,200+ retail stores, defining all problem discovery and solution design, driving significant revenue growth.

- Drove an overall 48% increase in product sales and **18% elimination** in urgent order delays through targeted **product and process interventions**, including **demand-response features** built after structured root cause analysis of 5 critical failure points.
- Devised **real-time node-capacity dashboards** feeding alerts to rapid-response teams, cutting emergency order processing latency by 12 minutes per shift and reducing missed deliveries by 18%.
- Developed an optimized **end-to-end order workflow** initiative streamlining cross-functional coordination between DC Rapid Response, carriers, and store ops **reducing daily action item turnaround by 18%** for logistics, planning, and retail teams.
- Designed and shipped a **structured issue-tracking and escalation process** for emergency order exceptions enabling faster query logging, **carrier action monitoring**, and **data-driven delay analysis**, reducing resolution TAT for store operations teams by 24%.
- Conducted cost benchmarking and supplier evaluation automation using structured data analysis to **integrate RCA and escalation workflows**, achieving a 13% quarterly cutting in vendor cost overruns and improving SLA compliance across supply chain partners.

Canadian Tire Corporation | Execution Analyst

Feb 2023 – Jan 2025

Embedded analyst within the logistics product team owned delivery performance data, translated quantitative and qualitative signals into product improvements, and partnered with engineering and carrier teams on iterative builds.

- Streamlined strategy for delivery performance driving an overall 28% increase in nationwide on-time delivery rates (72% → 92%) through monitoring and iterative carrier performance interventions.
- Established **predictive delay detection system** using carrier performance analytics and route efficiency data **identifying failure patterns** before they escalated, resulting in a 24% decrease in service disruptions across the retail network.
- Engineered an **automated real-time shipment visibility system** integrating CP/CN Rail, P44, and OTM data streams improving communication efficiency by 42% for internal operations, carrier teams, and retail planning stakeholders.
- Built **problem identification and escalation framework for carrier failures** enabling faster exception handling, re-routing, and data-backed negotiation with logistics partners, reducing repeat delay incidents by 33%.
- Introduced **adoption of new delivery performance SOPs** through training rollout, and KPI governance driving sustained performance gains quarter-over-quarter with measurable reporting in JDA and Insight.

SKILLS & TOOLS

- Core PM:** User Research, Problem Framing, PRD Writing, Road mapping, A/B Testing, RICE Framework, Growth Loops, GTM Planning, Product Roadmap, User stories, Funnel Optimization, Stakeholder Management, Sprint Planning. Agile Methodologies.
- GenAI:** LLM, RAG, Prompt Engineering, Context Engineering, MCP, AI Agents, LangChain, Vector Databases, Embedding, Fine-tuning.
- Analytics:** Mix panel, Google Analytics, Power BI, Excel (Pivot, VLOOKUP), JDA, P44, Google APIs, Rest APIs.
- Vibe Coding & AI Tools:** Cursor, Claude Code, Antigravity, LLM, API Integration, Replit, RAG, MCP.
- Product Tools:** Figma, Miro, Jira, Confluence, Whimsical.

CERTIFICATIONS

- Next Leap PM Fellowship(Pursuing)
- Google Project Management (Nov 2025)
- Lean Six Sigma – Coursera (Mar 2023)

EDUCATION

St. Clair College, Ontario

May 2019 – Aug 2020

Diploma, International Business Management & Logistics

Vaish College of Engineering, Rohtak

May 2009 – Aug 2013

Bachelor of Engineering, Information Technology