

MANAS SINGH

+91 9560972556 | singhmanas102@gmail.com | <https://www.linkedin.com/in/manasingh/>

Technical product builder with 3+ years at HSBC, combining software engineering expertise with hands-on product discovery, requirements definition, prioritization and cross-functional delivery. Shipped AI, payments, API and data products used in enterprise banking, driving measurable improvements in self-service, authentication and operational efficiency.

SKILLS

- **PRODUCT:** Product Discovery, Product Strategy, PRDs, Prioritization, Experimentation & A/B Testing, Product Metrics, User Research, Roadmapping, GTM, Stakeholder Management
- **AI / TECHNICAL:** Conversational AI, MCP, LLM Applications, AI Guardrails, REST APIs, System Design, Microservices, Java, Python, SQL, AWS, Kafka, Docker, Kubernetes

WORK EXPERIENCE

Senior Software Engineer — AI & Product Development | HSBC Technology India | Oct 2025 – Present

- **AI / Conversational Banking:** Shipped an MCP-based transaction capability for HSBC's Ask Nio conversational banking experience, enabling clients to retrieve transaction information through natural language; owned product requirements and AI guardrails including entitlement scoping and hallucination checks, increasing self-service deflection by 23%.
- **Production Readiness:** Drove production readiness for an AI-enabled MCP transaction-history experience, defining success metrics and leading cross-functional load testing; validated 100 TPS at 100% pass rate (~925 ms avg, ~1,639 ms p95) and 200 TPS at 99.08% (~1,824 ms avg, ~6,040 ms p99), informing SLOs, capacity plans and prioritised fixes.
- **Authentication for HSBC's corporate clients:** Led an initiative to make HSBC's Nio AI banking secure and uninterrupted, owning key features in session-service — the login system whose tokens let the "Ask Nio" assistant act safely on a user's behalf. To stop the AI experience from breaking when sessions timed out mid-conversation, I added a session-extension flow that refreshes tokens on activity — cutting session drop-offs by **17%** and lifting login success to **98%**.

Software Engineer - Trade and Transaction Reporting | HSBC Technology India | Aug 2023 – Sept 2025

- **Data Lifecycle Automation:** Defined and prioritised an automated data-archival workflow after analysing lifecycle processes and stakeholder needs, freeing ~2 engineering hours/day across an 8-member team and redirecting capacity to higher-value product development.
- **Enabling Self-Service :** Led product discovery and requirements definition with stakeholders across 11 business lines for a shared reference-data platform, balancing speed, reliability, and scalability. Prioritized and shipped a real-time reporting API processing ~5M records, reducing data-access latency by ~40% and L1 support queries by ~15%.
- **Automated Data Management :** Defined a self-service workflow for business teams to manage static-data independently after analysing support-ticket patterns, reducing related IT requests and support tickets to near-**zero** and freeing engineering capacity for higher-value work.

EDUCATION

- **Bachelor of Technology in Electronics and Communications | Vellore Institute of Technology, India.**
- **Graduation:** April 2023
- **Relevant Coursework:** Object-Oriented Programming, Cloud technologies, Database Management
- **Certifications:** AWS Certified Solutions Architect- Associate & Nextleap Top Product Management Fellow.