

SUMMARY

Product Manager with 4 years across platform integrations, enterprise SaaS, and applied AI. Currently own the software stack behind **150,000+ EV charger installations** at Kazam: a multi-tenant platform serving 8 enterprise OEMs, a computer-vision QA pipeline that automates 70% of quality reviews, and an AI voice agent covering 10,000+ installations a month. Hands-on with SQL, Python, and LLM APIs. Build outside work too: an AI guitar-learning platform, a Linux system compiled from source.

EXPERIENCE

Product Manager, Software Integrations Nov 2025 – Present
Kazam EV Tech · Bengaluru. Own the software stack end-to-end: installation platform, technician app, ERP/WMS, QA automation, analytics.

- Re-architected the installation platform (**150,000+ homes**) from per-client forks to a single **multi-tenant** product: tenant configuration, role-based access, per-client workflow rules. OEM onboarding went from an engineering project to configuration; **8 enterprise clients** run on one codebase.
- Run the **technician app** behind every installation: dispatch, work completion, photo evidence, QA submission, with **gamified rewards** tied to installation volume and turnaround time. **10,000+ jobs a month** flow through it.
- Designed a **three-layer AI pipeline** for **80–100K installation photos a month**: device-side quality gates, **YOLOv8 + EfficientNet** classification, then multimodal LLM batch review. Chose **precision over recall** (auto-approve only at 0.92+ confidence) to keep false approvals under 2% in safety-critical QA. Result: **70% of reviews automated**, turnaround cut from **48 hours to 4**, saving **~₹35L a year**.
- Piloted the QA rollout with one client (2,000 installs a month) for six weeks before scaling to all 8: caught 3 critical edge cases and wired reviewer overrides back in as training labels.
- Launched an **AI voice agent** for scheduling, feedback collection, and issue triage, covering **10,000+ installations a month**: 67% call completion, manual outreach effort down **60%**.
- Rebuilt ERP warehouse and inventory workflows to pass **statutory and ITGC audits**: closed the process gaps that let inventory leak or go miscounted, so every unit from raw material to finished goods stays accounted for in real time across warehouses.
- Built **self-serve Redash dashboards** for sales, ops, and finance, with the SQL layer wired to Claude through **MCP**: ended **30+ recurring manual data requests a week**.

Product Manager, Integration Development Jun 2023 – Nov 2025
Planview (Tasktop) · enterprise value stream management

- Won **VP-level approval** for an **AI support copilot** after showing how much ticket time went to already-answered cases: RAG over case history and documentation. Resolution time down **35%**, CSAT up **20%**.
- Redesigned **integration onboarding** (Jira, ServiceNow, Azure DevOps) around self-serve rather than added support headcount: reusable API templates and guided setup cut onboarding tickets **40%** and shortened time-to-value for new enterprise customers.
- Gated every automation rollout behind an **experiment**, tracking productivity, cost, and adoption KPIs: manual operational effort down **45%**, first-response SLA adherence up **50%**.

Product Analyst Jun 2022 – Jun 2023
GreyB · IP research & analytics

- Improved search workflows and query precision for **Slate**, GreyB's patent search platform, cutting research cycles **15%**. Worked with engineers on relevance ranking and scoring logic.
- Translated legal requirements from patent lawyers into structured search strategies, in a domain where a missed result can mean millions in litigation.

AT A GLANCE

150K+	home installations on a platform I own
70%	of QA reviews automated by AI pipeline
₹35L	saved per year in review costs
8	enterprise OEMs on one codebase

SKILLS

PRODUCT
Product Strategy · Roadmapping · PRDs · OKRs & KPI Ownership · Experimentation & A/B Testing · User Research · Go-to-Market · Agile (SAFe, Kanban)

AI / ML
LLM APIs · RAG · Prompt Engineering · Computer Vision (YOLOv8, EfficientNet) · Agentic Workflows · MCP

DATA
SQL · Python · Redash · Power BI

PLATFORM
REST APIs · Webhooks · Multi-tenant Architecture · FastAPI · CI/CD · Docker · Azure DevOps · Jira · Figma

PROJECTS
String Theory: AI guitar-learning platform. 10-stage pipeline from Guitar Pro parsing to generated lessons. Theory engine stays deterministic; LLM calls saved for lesson writing.
Nora: Galaxy Watch health companion. One design rule: log a meal in under 5 seconds. LLM calorie estimation from plain language.

Linux From Scratch: complete Linux OS compiled from source, 80+ packages. Debugged a GCC 15 bootstrapping failure; wrote the companion guide.

EDUCATION

M.Tech, Design
NIT Silchar · 9.71 GPA · 2020–2022

B.E., Mechanical
Osmania University · 2015–2019

LEADERSHIP
Captain, 27-member team, ROBOCON 2019
President, Toastmasters Club, GreyB
Circle Lead, U&I Foundation (volunteer)