AKHIL S

AI Product Manager | Email: **akhilrajsanthosh@gmail.com** | Phone: **+918732801743** | **LinkedIn** | **GitHub** | **Website** | **Substack**

PROFESSIONAL SUMMARY

AI Product Manager at Jio Platforms architecting multi-agent systems for content automation. Co-designed JioCreate using Google ADK, scaled healthcare AI 25X to 50K users, driving ₹65 Cr portfolio with 3.2X ROI. Track record: 15+ production features across 450M+ users

PROFESSIONAL EXPERIENCE

AI Product Manager – Jio Platforms (Reliance AI)		*Apr 2022 - Present*
JioMedia – Media AI Services (Apr 2024 - Present)		
Scope & Ownership	• Led product strategy for search, recommendations, & generative AI across **JioTV+ and JioCinema** serving **450M+** users • **Co-architected JioCreate's agentic architecture** - Built event-driven multi-agent system for automated video production, integrating Google ADK with LLMs and generative AI tools for creator economy • **Drove ₹65 Cr AI portfolio generating ₹110 Cr value** - Managed cross-functional team of 14, evaluated 5+ AI solutions monthly with 80% deployment success	
Key Achievements	• Shipped **JioTV+ Xtras** – an AI based contextual feature (like Amazon Prime X-Ray) boosting viewer watch time by **18%** • Launched **JioCreate for creator economy** - Deployed AI platform **reducing** video production to **90 minutes from days**; established evaluation framework validating quality (>8.5/10), cost (<₹500/video), and system performance • Launched **AI Censor** – Gen AI-based profanity detection system reducing content review from **3 days to under 4 hours** • Delivered 11-language multi-lingual **Recommendations & Transliteration** service achieving **21%** engagement uplift • Built **Metadata Enrichment pipeline** for 22M+ content, improving discoverability by **40%** & reducing null searches **65%** • Established **ROI framework** - Financial modelling with less than **10% variance** enabling **₹150 Cr+** investment decisions	
AI Centre of Excellence – Healthcare (Apr 2022 - Mar 2024)		
Scope & Ownership	• Built and scaled Avighna, an **AI-based symptom checker** from 0 to 1 across web, mobile, WhatsApp serving **50K+ users** • Led integrations with JioHealthHub, MyJio (400M+ users), and Govt led Ayushman Bharat Digital Mission (ABDM) • Created 5-year product roadmap with market sizing and unit economics for AI based Diagnosis as a service	
Key Achievements	• **Achieved 25X user growth** (2K to 50K) in 18 months through strategic partnerships with JioHealthHub & KiviHealth • **Reduced bounce rate by 55% -** Optimized UX through A/B testing, improving retention from **45% to 20%** • **Developed RAG based** Avighna + LLM hybrid - **Fine-tuned LLM** on 3K consultations increasing accuracy by over **35%** • Conducted field trials at 3 medical centres with over 3000+ patient interactions achieving **72% diagnostic accuracy** • **Launched multi-platform Avighna** - Deployed Web, WhatsApp and iOS/Android apps for Avighna in 3 languages	
Developer - Conversational AI Platform | Primera Labs		*Aug 2018 - Oct 2019*
Responsibilities	• EdTech Market Research | Designed UI for the conversational learning platform | User research with beta customers	
Key Achievements	• **40% reduction** in course completion time | **Reduced clicks** from 7 to 3 for user onboarding | Authored **Whitepaper**	
Senior Executive - Quality & Process | Fiat Chrysler Automobiles		*Jul 2016 - Jun 2018*
Responsibilities	• Risk assessment & corrective actions | Supplier quality management | Process optimization with SCM team	
Key Achievements	• **₹15.5L savings** via Kaizens | **75% reduction** in defect |**Excellence Award** from CTO & VP for Tata Nexon Project	

SKILLS

- **Product Management –** PRD Writing, Roadmapping, User Research, Wireframing and Prototyping, A/B Testing, Analytics, GTM, ROI Modelling
- **AI/ML Product –** LLM Implementation Strategy, Evaluation test-case design, AI Model Evaluation, Fine-tuning Strategy, Bias Testing, AI Safety
- **Tools & Platforms –** Azure DevOps, Figma, GA4, Power BI, GitHub, Google ADK
- **Technical Stack –** Python, SQL, VectorDB, REST API, Postman, Ollama, LangChain, LangFuse, Kubernetes

EDUCATION

- **MBA – International Business :** IIFT Delhi | 2020-2022 |**2.58/4**
- **B.Tech – Mechanical :** NIT Agartala | 2012-2016 | **8.58/10**

CERTIFICATIONS

- Fundamental of AI Agents – Deeplearning.ai
- Deep Learning Specialization – Deeplearning.ai
- Machine Learning Specialization – Coursera
- Google Data Analytics Professional Certificate-Coursera

ACHIEVEMENTS

- **Flipkart Wired** SCM Case Competition **National Finalist** (2021)
- **TVS Credit** Finance Case Competition **National Finalist** (2021)
- **Consecutive Star Performer** at Reliance AI from FY 2023 to 2025
- **All India Top 1%** CBSE Class XII | NSO **AIR 698**