

Aspiring Product Manager with an engineering background and 2+ years in AI/ML SaaS environments. Delivered 30% efficiency gains and 18% CSAT improvement by defining user requirements, optimizing chatbot workflows, and developing internal tools. Passionate about solving real user problems, working closely with diverse teams, and turning data into decisions that drive product growth.

EDUCATION

**Bachelor of Technology in Electronics and Telecommunication**  
JSPM's Rajarshi Shahu College of Engineering, Pune [CGPA: 8.9] June 2019 - July 2023

SKILLS

Product Tools	Jira, Confluence, Notion, Trello, Aha!, Pendo, Miro, Slack, Figma, Lovable, Datadog, Flow.ai, Microsoft Office Suite, Google Analytics
AI & Technical Stack	Python, SQL, LLMs (OpenAI, Claude, Gemini, LLaMA), VectorDBs (FAISS, Pinecone, Qdrant), RAG, XGBoost, AWS (RDS, EC2), Git
Product Skills	Agile/Scrum, A/B Testing, Roadmapping, PRD Writing, OKRs & KPIs, GTM Strategy, Wire-framing, User Research, Stakeholder Management, Cross-functional Collaboration

PROJECTS

- Wafer Fault Detection System (Manufacturing)**
- Defined product goals and metrics; led development of an ML model using Random Forest & XGBoost to predict wafer defects.
  - Deployed the solution via Flask and AWS; collaborated with developers to optimize performance and usability.
- Campus Placement Prediction (Education)**
- Built a predictive ML pipeline to forecast student placement outcomes using Random Forest and XGBoost.
  - Defined model evaluation metrics and presented insights via dashboards for stakeholder decision-making.

TECHNICAL EXPERIENCE

<b>Technical Support Engineer   AI Chatbot Ops</b> Khoros LLC	<b>Apr 2025 — Jul 2025</b> Bengaluru, Karnataka
<ul style="list-style-type: none"><li><b>Owned end-to-end product revamp</b> of chatbot workflows using Flow.ai and Salesforce, addressing 40%+ churn rate through data-driven UX improvements informed by Datadog analytics and Jira user feedback.</li><li><b>Led cross-functional initiatives</b> with engineering, UX, and support teams to prioritize high-impact features, establishing clear success metrics and delivery timelines aligned with business OKRs.</li><li><b>Results:</b> 30% increase in automation efficiency and 24% reduction in bounce rates, improving user engagement and retention and engagement metrics</li></ul>	
<b>Associate Technical Support Engineer   Product-Led Support</b> Khoros LLC	<b>Jul 2023 — Mar 2025</b> Bengaluru, Karnataka
<ul style="list-style-type: none"><li><b>Designed and deployed</b> a RAG-based internal chatbot to streamline ticket triage and knowledge retrieval.</li><li><b>Collaborated with PMs, engineers, and L2 Teams</b> to define use cases, plan integrations, and track outcomes.</li><li><b>Results:</b> 74% reduction in average resolution time and 18% improvement in CSAT scores.</li></ul>	
<b>AI Intern</b> ifm Engineering Pvt. Ltd	<b>Jun 2022 — Jun 2023</b> Bengaluru, Karnataka
<ul style="list-style-type: none"><li><b>Built and deployed</b> Siamese neural network product feature for industrial vision systems, improving part similarity matching accuracy by 17% and reducing inference time by 11%</li><li><b>Presented ROI analysis</b> to client stakeholders, translating technical improvements into business value and demonstrating product impact on customer operations</li></ul>	
<b>ML Intern</b> iNeuron.ai	<b>Aug 2021 — Feb 2022</b> Pune, Maharashtra
<ul style="list-style-type: none"><li><b>Developed and deployed</b> predictive analytics product using XGBoost deployed via Flask on GCP, achieving 84% accuracy in student placement forecasting</li><li><b>Influenced product strategy</b> through market research and data insights that directly informed curriculum updates and placement optimization strategies</li></ul>	

CERTIFICATIONS AND ACHIEVEMENTS

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| • Pendo Certified Product Management Basics Certification Course | 2025       |
| • Pendo AI for Product Management Course                         | 2025       |
| • 2× Global Employee Spotlight Award at Khoros LLC               | 2024, 2025 |