

Gaurav Chaulagain

📍 Oakland, California, United States ✉ gauravchaulagain0@gmail.com ☎ 9258609912 📱 in/gaurav-chaulagain 🌐 www.gauravchaulagain.com

SUMMARY

Product Manager focused on building AI-powered productivity experiences that help people work faster, make better decisions, and trust AI in their daily workflows. Experienced in turning ambiguous research-level capabilities into intuitive, high-value product features. Skilled in 0 to 1 product development, experimentation, analytics, ML-UX patterns, and cross-functional leadership across engineering, design, and research. Passionate about designing transparent, reliable, and secure AI systems for both individuals and enterprise teams.

EXPERIENCE

Lead Product Manager — AI Experiences | fAishion Inc | San Francisco, CA | July 2025 - October 2025

- Led strategy and execution for an AI-powered personal fashion assistant, converting research-level model outputs into intuitive, reliable, and measurable user workflows.
- Shipped a 0 to 1 AI assistant MVP in 11 weeks, coordinating 18 cross-functional contributors (ML, mobile, design, QA) and accelerating investor demo readiness by one quarter.
- Designed evaluation frameworks linking prompting patterns to task completion, retention, and perceived quality, boosting task success by 28% and early user engagement by 22%.
- Developed transparent AI UX patterns (fit-rationales, confidence indicators, explanation surfaces), reducing onboarding time by 12% and creating a scalable interaction model adopted by 18 designers and developers.
- Implemented Mixpanel + GA4 instrumentation and ran A/B tests across onboarding, messaging flows, and interaction loops, establishing a continuous learning cycle between behavioral signals and model refinement.
- Designed a scalable API integration layer for retailer adoption, articulating architecture, usage metrics, and pricing structures that unlocked 28% enterprise conversion potential.

Senior Product Manager — SaaS Productivity & Systems | WP Creative | NSW, Australia | January 2023 - December 2023

- Owned product strategy, cross-platform workflows, and analytics experiences across 18 enterprise properties.
- Led development of a drag-and-drop CMS experience that reduced campaign setup time by 41% and shipped 24 features across 4 major releases with a 96% on-time delivery rate.
- Defined a unified operational data model across CMS, CRM, and analytics tooling, enabling same-day insights for GTM teams and reducing decision latency.
- Conducted 35+ customer interviews and workflow observations across enterprise clients, informing roadmap priorities that boosted organic traffic by 39% and lead conversion by 14% within six months.
- Partnered with engineering and UX teams to improve site performance across 18 platforms, cutting load times from 8s to 2.5s and reducing bounce rates by 22%.
- Shipped real-time analytics dashboards (Power BI, Metabase) that decreased issue detection time from 5 days to <24 hours, preventing \$50K/month in wasted ad spend.

Product Manager — Workflow Intelligence | WP Creative | NSW, Australia | April 2022 - December 2022

- Designed requirement validation and approval frameworks that reduced cross-functional rework by 21%, improving delivery predictability and quality.
- Coordinated with engineering to implement automated monitoring and reliability checks for core workflows, reducing disruptions and improving average issue response time from 2 hours to 0.5 hours.
- Automated operational workflows in Jira and Confluence, reducing coordination overhead and speeding up cross-team execution.

Associate Product Manager — Automation & Reliability | Hazesoft | Kathmandu, Nepal | May 2021 - March 2022

- Defined reliability KPIs and partnered with DevOps + QA to automate deployment workflows, cutting release time by 87% and reducing manual intervention by 70%.
- Built a tiered observability system (logs, metrics, traces) and designed alert routing rules that cut detection latency by 55%, surfacing issues earlier in the release pipeline.
- Created dashboards that connected infrastructure signals to service-level objectives (SLOs), strengthening capacity planning and lowering the risk of downtime during scale events.
- Led dependency mapping and rollout sequencing across 7 enterprise deployments, ensuring modernization updates shipped with zero critical outages.

Product Management Intern | Hazesoft | Kathmandu, Nepal | May 2021 - August 2021

- Documented deployment and reliability workflows across six internal services, improving onboarding clarity and cutting new-engineer ramp time by 14%.
- Analyzed recurring failure patterns and drafted an automation backlog that guided DevOps improvements, reducing manual steps by 37%.

EDUCATION

Master of Science, Computer Science | San Francisco Bay University | Fremont, CA | 2025 | 3.8

- Founder, SFBU Computer Club — Build & Break
- Chief Strategy Officer — Entrepreneurship Club
- Winner, **Best Use of Claude** (CalHacks 12.0)

B.Sc. Computer Science & Information Technology | St. Xavier's College | Kathmandu, Nepal | 2021 | 4.0

- LSRA Research Fellow
- Excellence in Academics Award
- ICT Award Recipient

SKILLS

Product Strategy & Enterprise Execution: 0–1 Product Development, Strategic Roadmapping, Cross-Functional Leadership, Experimentation (A/B, MAB, cohort), User Research & JTBD, Metrics Design & Optimization, Prioritization Frameworks, Stakeholder Management

AI Product Leadership: LLM UX & Interaction Design, Prompt Engineering, Evaluation & Quality Frameworks, User Feedback Loops, Responsible AI Practices, Embeddings & Context Systems, API Product Strategy, Enterprise AI Governance

Analytics & Decision-Making: Product Analytics Platforms (Mixpanel, Amplitude, GA4), Funnel & Conversion Optimization, Activation/Retention Modeling, Cohort Analysis, SQL & Python for Analytics