

ANURAG KUMAR TRIPATHI

AI Product Manager

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SUMMARY

AI Product Manager with 5+ years of experience across Product Management and Software Engineering, building and scaling AI-powered products from 0-to-1. Proven track record launching LLM-integrated features that drive measurable adoption, reduce support costs by 12%, improve operational efficiency by 30%, and achieve 20% DAU adoption.

Deep expertise in LLM product strategy, model evaluation frameworks, RAG architectures, prompt engineering, and translating ambiguous AI capabilities into user-loved products. Technical foundation in software development enables data-driven decision making, faster product iterations, and credible cross-functional collaboration with engineering teams on technical feasibility and scope.

SKILLS

AI/ML Product: LLM Product Strategy, Model Evaluation, Generative AI, Agentic Workflows, RAG Architectures, Prompt Engineering

Product Management: Product Strategy, Product Lifecycle, Discovery, GTM Strategy, Roadmap Planning, Market Research, KPIs/OKRs, MVP, PRDs, Wireframing, Stakeholder Management, Feature Prioritization (RICE, MoSCoW), User Research, Product Vision

Analytics & Metrics: SQL, A/B Testing, Google Analytics, Mixpanel

Technical: Python, Java, Git, Supabase, Jira, Figma, API Design, REST APIs

Execution: Agile, Scrum, Stakeholder Management, Cross-functional Collaboration

EXPERIENCE

Snabbity

AI Product Consultant

Gurugram, India

Nov 2024 - Present

Project-based engagement supporting product operations and user analytics.

- Launched **AI-powered "Design Performance Insights" feature** that analyzed page layouts and design iterations across key funnel steps (product page → add to cart → checkout), highlighting the biggest drop-off points with actionable explanations such as extra form fields, CTA placement issues, and delivery information visibility.
- Reduced funnel investigation time by **approximately 30%** by standardizing event tracking framework and implementing automated identification of highest drop-off steps for each design change, enabling product teams to make faster optimization decisions.
- Led **AI-driven personalization and engagement** initiative deploying relevant product recommendations (similar covers, trending designs) and behavior-based nudges (recently viewed items, cart reminders) to improve product discovery and encourage repeat visits.
- Defined **product vision** and **success metrics (OKRs)** for AI-powered features, collaborating with cross-functional teams including engineering and design to ensure alignment on roadmap priorities and delivery timelines.

Socius (Stealth)

Founder

Bangalore, India

Sep 2023 - Oct 2024

Founded Socius, a social discovery platform for hosting and discovering events (currently prototype stage).

- Executed comprehensive discovery initiative conducting **200+ user interviews** across 6 customer segments (event hosts, casual attendees, venue managers); synthesized insights using jobs-to-be-done framework and developed detailed persona profiles that informed product strategy.
- Identified **"discovery deadlock"** as primary barrier through competitive analysis and user research, establishing unique value proposition and product positioning that differentiates from existing solutions in the market.

- Built and validated **clickable prototype** addressing core activation loop; facilitated 12 moderated usability sessions that revealed critical friction points in event creation flow, informing iterative design improvements.

Aithent Technologies

Senior Software Engineer

Gurugram, India

Dec 2022 - Sep 2023

- Partnered with product and design teams to launch **LLM-assisted help experience** featuring intelligent search and contextually suggested answers, reducing support ticket volume by 12% and increasing self-service feature usage by 10%.
- Improved **answer quality** and **relevance** by introducing evaluation framework with key signals including click-through rate, helpfulness ratings, and fallback frequency; iterated on response structure and content grounding based on user feedback.
- Increased system reliability by **reducing recurring incidents by 22%** through implementing comprehensive monitoring, service level objectives (SLOs), and structured incident review processes that drove continuous improvement.
- **Collaborated on product requirements documents (PRDs)** and technical specifications for AI-powered features, translating business requirements into technical implementations while ensuring alignment with product vision.

Xoriant Solutions Pvt. Ltd.

Software Engineer

Gurugram

Nov 2021 - Dec 2022

- Owned end-to-end delivery of intelligent spending categorization and trend analysis; feature grew to **20% DAU** adoption within 3 months, becoming top-3 engagement driver on platform.
- Developed and maintained backend **services** and **APIs** for enterprise applications, improving reliability and response times.
- Partnered with PMs and business stakeholders to define **PRDs**, **user stories**, and **acceptance criteria**, ensuring feature delivery aligned with product strategy.

Hexaware Technologies Limited

Associate Software Engineer

Gurugram, India

Jun 2019 - Nov 2021

- Systematically analyzed customer feedback from **surveys**, support tickets, and interviews; synthesized insights to improve **backlog prioritization** and inform release planning—initiatives contributed to 20% improvement in **CSAT scores**.
- Designed and deployed real-time **KPI dashboards** (Tech: Java, SQL) that streamlined operational efficiency by 30% and empowered **stakeholders** to make data-driven product decisions.

IBM

Intern

Dehradun

Jun 2018 - Aug 2018

- Contributed to the **ERP platform**, integrating and optimizing a unified solution for managing educational assets, resources, and events across a multi-partner environment.
- Collaborated with the development team to design and implement backend **business logic**, enhancing application performance and **efficiency** through effective debugging and issue resolution.

EDUCATION

University of Petroleum And Energy Studies (UPES), Dehradun, India
B.Tech. in Computer Science

Jul 2015 - Jun 2019

CERTIFICATIONS

Mckinsey Forward Program, Mckinsey Company

AI Product Management Certificate, IBM

Sep 2025

AWARDS

ACE Award for Product Excellence

Recognized for proactive contributions to product stability, reducing downtime by 20%.

SPOT Award for Operational Efficiency

Awarded for initiatives that improved user retention and streamlined support processes.

Product Innovation Award

Acknowledged for introducing process improvements that decreased response time to customer queries by 35%.

Client Excellence Recognition

Commended by clients for consistently delivering high-quality solutions that boosted user satisfaction by 25%.