

Ashish Mishra | IIM Calcutta | AI Product Manager

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Summary: AI Product Manager with 8+ years of building enterprise AI solutions across GenAI and ML. Delivered \$5M+ business impact through 5 product launches in healthcare, telecom, and insurance. Expert at scaling AI adoption by balancing compliance, business value, and technical rigour for Fortune 100 clients.

WORK EXPERIENCE

SENIOR AI PRODUCT MANAGER | ACCENTURE | JAN 2024 – PRESENT

- **AI Policy Codification:** Designed and launched for Insurance and Telecom clients.
 - **Reframed a client-specific insurance policy parsing ask into an industry-scale product vision** by creating a *Knowledge Brain* — a semantic policy repository powered by vector embeddings and human-in-loop validation, positioning it as a reusable asset across multiple payers and providers.
 - **Balanced regulatory, technical, and business trade-offs** by designing an AI-augmented semantic search system compliant with California's new AI healthcare laws; shifted from "AI decisioning" to "AI-augmented knowledge access," enabling adoption while future-proofing against legal risks.
 - **Delivered transformative business impact** — reducing policy evaluation time by **60%**, care delivery lead time by **40%**, and eligibility errors by **80%**, while unlocking a scalable multi-client platform opportunity in healthcare insurance operations.
- **AI Email & Document Analyser:** Designed and launched enterprise-grade Doc intelligence solution
 - **Reduced escalation handling time by 50%** by using transformer-based classification + LLM extraction, with human-in-the-loop verification to ensure trust and compliance.
 - **Improved SLA adherence from 70% → 95%** for telecom service desk operations by creating a two-stage **AI pipeline** and a '*rubber banded*' verification UI that accelerated human validation.
 - **Delivered ~30% FTE savings across service desk operations** by leading product discovery with ops leads, prioritising high-impact use cases, and scaling automation across multiple telecom processes.
 - **Increased underwriter throughput and revenue potential** by deploying an AI-assisted document triage system with modular classification and extraction, reducing manual sifting of customer documents.
 - **Drove ~\$3M annual savings for a top insurer** by cutting document processing time in half and reducing dependency on manual teams through AI-driven automation with human verification for compliance.

AI PRODUCT MANAGER | ACCENTURE | APRIL 2022 – DEC 2023

- **Work Force Manager:** Designed and launched AI driven Work Force Management tool
 - Achieved forecasting accuracy > 85%, reducing forecast variance by 60% - cutting ~\$1.2M annual overtime cost.
 - Optimised capacity planning by integrating SLA, AHT and skill data with ML forecast, reducing SLA breaches by 35% and boost operation efficiency of 4 client accounts.
 - Pioneered cross-skill recommendations and "what-if" simulations, enabling managers to dynamically reallocate talent and plan for volume spikes, laying the foundation for a scalable resource marketplace.

ASSISTANT MANAGER – R&D | BOSCH LTD | NOVEMBER 2012 – MARCH 2018

- Led design of India's first low-cost LCV BSIV fuel injection pump for GCL; earned an **early promotion**.
- Created 'Torque Computation Module' which became Bosch Standard Tool for New Developments.

EDUCATION

Indian Institute of Management (IIM), Calcutta | Economics and Marketing

Apr' 2018 to Mar' 2019

Uttar Pradesh Technical University | Mechanical Engineering

June 2008 to May 2012

Tech Skills: TensorFlow | Python | Power BI

KEY ACHIEVEMENTS

- Encore Award for leading innovation for Health care clients.
- Star Innovator Award' for launching Accenture's first GenAI Audit Tool
- Innovation Silver Award by GCL for driving cost down 40% in BSIV fuel injection system