

AYUSH SHRIVASTAVA

Bangalore, India | +91 8770087774 | ayush.shrivastava.1292@gmail.com | [Linked In](#)

SKILLS

Product Management Skills: Product Lifecycle & Roadmap Management, Strategic Planning, Leadership, Design thinking, CRM, Journey Mapping, Requirement Gathering & User Stories, SDLC & Troubleshooting, Data Analysis & Visualization, Conversion Rate Optimization (CRO) & A/B Testing, Funnel Optimization, Market Research, Test Scenarios & Test Cases, Cross-Functional Collaboration, Agile Methodologies

Technical Skills: AI/ML (Natural Language Processing, Transformer Models, Retrieval-Augmented Generation(RAG), Prompt Engineering, Tokenization & Embeddings, Semantic Systems, Conversational AI), AI Frameworks (LangGraph, TensorFlow, PyTorch, LangChain, Hugging Face), API Testing & Integration, Automation, Python, SQL, Cloud & DevOps

Tools: Mixpanel, Google BigQuery, PostgreSQL, MS Visio, Tableau, Docker, Git, Azure, GCP, Visual Studio Code, Figma, Oxygen, Postman, SOAP UI, Kibana, MS office, JIRA, Confluence, Notion. **Certificates:** SAFe® 6 Framework, Python for Data Science, Prompt Engineering, GenAI

EXPERIENCE

Verifast.ai, Bangalore, India

June 2024 - Present

AI Product Manager

- Led the development of AI-powered sales agents using advanced NLP technologies, delivering personalized interactions that increased user engagement by 25% and drove a 10% growth in eCommerce sales by streamlining customer journeys and improving conversion rates
- Developed a comprehensive, KPI-driven product strategy by defining metrics around effectiveness, conversion rates, and customer engagement—harnessing it to guide user-centric feature enhancements and ensure timely releases through cross-functional collaboration
- Designed a scalable AI architecture, reducing latency by 12% and enabling seamless integrations with multiple eCommerce platforms
- Streamlined client onboarding through automation, collaborating with customer success teams to cut onboarding time by 60% accelerating feature releases, while improving visual design and User Interface of the chatbot for higher user engagement
- Implemented a semantic matching system utilizing machine learning and dynamic AI chatbot journeys, reducing fallback rates by 5% and enabling human-like interactions through context-aware experiences that increased conversion rates
- Leveraged advanced analytics to define and track key performance metrics—measuring AI effectiveness, conversion rates, and customer engagement—providing actionable insights for continuous product improvements and delivering a significant increase in user engagement

CGI Inc, Bangalore, India

March 2023 - June 2024

Sr Business System Analyst

- Spearheaded end-to-end telecom solution design for order provisioning and billing, creating detailed functional design documents and aligning stakeholders. Established a new e-SIM branch, launching service in under 6 months
- Led a cross-functional SAFe Agile team to modernize legacy systems with microservices and automation, optimizing sprints and removing blockers, achieving greater workflow efficiency, 10% reduction in errors, and 30% decrease in delivery delays
- Led collaborative engagements between internal teams, clients, and senior executives, delivering presentations and interactive demos that improved communication efficiency and reduced query resolution time by almost half
- Optimized development and testing by translating process changes into clear user stories and leading comprehensive testing, achieving a faster cycle time and quicker troubleshooting
- Pioneered a Generative AI pilot to automate customer interactions and streamline backend processes, boosting operational efficiency and driving innovation in telecom customer solutions

DKPR E-LEARN PVT. LTD, Pune, India

September 2019 - January 2023

Business Analyst

- Led end-to-end requirement gathering, documentation, and validation, translating client needs into functional specifications for customer awareness, training, and employee engagement modules in banking domain improving delivery timelines by 10%
- Developed intuitive wireframes and seamless UI/UX flows, increasing user engagement by 15% and reducing learning drop-off rates.
- Collaborated with content creators and developers to design animated e-learning modules, enhancing employee performance
- Conducted market research to identify trends in digital learning, recommending product enhancements and expanding offerings to include virtual classes for competitive advantage resulting in new client acquisitions resulting in a 2x increase in revenue
- Facilitated product demos and feedback loops with stakeholders, aligning development with client goals resulting high client satisfaction

MASTER INFRA-BUILD PVT. LTD, Indore, India

August 2015 - July 2019

Site Engineer

- Streamlined structural and material planning, optimizing resource acquisition and processes to reduce project completion time
- Applied green building strategies by integrating eco-friendly materials and energy-efficient designs, reducing environmental impact.
- Leveraged data analytics to optimize resource allocation, reducing material waste by 25% and project costs by 10%, while minimizing risks.
- Implemented spatial planning for tree plantations, increasing overall green space by 30% within project area, enhancing sustainability

EDUCATION

UNIVERSITY INSTITUTE OF TECHNOLOGY - RAJIV GANDHI PRODYOGIKI VISHWAVIDYALAYA, Bhopal, India

June 2011 – June 2015

- Bachelors in Civil Engineering – Expert in structural engineering and Sustainability

CO-CIRRICULAR ACTIVITIES

Mentor, Mentoring and Education CSR Initiatives, CGI

May 2023 – Present

- Taught underprivileged children at Atal Tinkering Labs, promoting technology and innovation in education.

President, InSync - College Cultural Society, RGPV

June 2012 – Feb 2015

- Led Insync, overseeing the planning and execution of diverse inter-college events, including Mock UN sessions and cultural festivals