AYUSH VERMA

AI Product Manager/Engineer

Bengaluru, Karnataka, India

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Experience

Prestige Group   **Sept'24 – Present**
Assistant Manager - Digital Transformation Lead (Retail)   *Bengaluru, Karnataka*

- Led the development of PREOSS, a **full-stack SaaS platform digitizing leasing**, fitouts, bookings, and revenue processes—reducing **turnaround time by 75%** through workflow automation and custom **SAP-integrated APIs.**
- Building an **LLM-powered Prestige Genie Chatbot** for the Customer Support, enabling end-to-end customer engagement from lead capture → project discovery → site-visit scheduling → booking.
- Led the implementation of a **CAFM system** for mall operations, **automating workflows**, improving asset tracking, and enhancing **overall operational efficiency.**
- Delivered high-level **analytical dashboards** within PREOSS, enabling **CXO-level insights into sales funnels** and brand performance to drive strategic decision-making.
- **Implemented a Social Listening & Sentiment Analysis Tool** to monitor brand reputation and customer conversations across social media, enabling marketing teams to track trends, sentiment shifts, campaign performance.
- Built **Customer Data Platform (CDP)** for the retail vertical, consolidating data from Gift Vouchers, BIK (consumer chatbot), Parking, Wroti (QR ordering), PREOSS, website leads, Parking App, Retail GPT, BigTix, and Rewards—creating a unified customer profile for analytics and targeting.
- Built the **RPVETC website(rpvetc.co.in)** from scratch using ReactJS + Vite and deployed it on the Omprim server under Prestige infrastructure, owning end-to-end development and production configuration.
- Developed and deployed an **internal AI chatbot using Microsoft Copilot Studio** for the legal and leasing teams, providing them with instant, on-demand access to contracts, LOIs, and agreements.
- Built a **Gift Voucher (GV) Tracker** integrated with SAP APIs and C4C, enabling real-time voucher tracking and automated customer record updates.

boAt-lifestyle   **June'22 – Aug'24**
Data and Product Analyst   *Gurgaon, Haryana*

- Led nationwide implementation of **Bizom DMS and SFA** on 175+ partners and 350+ FOS, driving monthly revenue of 1000M INR. Improved secondary data efficiency by over 90% through optimization of DMS.
- Developed a comprehensive **Sales Analytics BI Dashboard** using Power BI and Tableau, extracting data via DBeaver to drive a 70% increase in actionable insights for enhanced sales strategies.
- Performed User Acceptance Testing **(UAT)** for more than 5 critical ETL pipelines and 20+ Tableau dashboards, ensuring seamless functionality for 50+ mainline team members and supporting data-driven decisions at the CXO level.
- Engineered robust data pipelines utilizing API calls and **Selenium Automation** to transfer data to AWS Redshift, achieving a 90% reduction in data ingestion time and enhancing reporting efficiency.

Projects

Prestige Genie (Customer Support Chatbot) 🌐 | *LLMs, RAG, Langfuse, Prompt Engineering*   **Aug'25 - Dec'25**

- Building an LLM-powered 'Prestige Genie' chatbot for customer support, enabling full-funnel engagement—from lead capture to project discovery, site-visit scheduling, and booking—supported by an analytics dashboard for lead scoring, customer segmentation, and conversion insights.

Retail Short Leases Module | *SAP Integration, Workflow Automation, SaaS Development*   **Sept'25 - Dec'25**

- Digitized the entire short-lease workflow—booking → approvals → contracts → invoicing → SAP sync—reducing turnaround time by **75% (20–25 days → < 1 day)**, eliminating manual bottlenecks, and enabling real-time revenue visibility.
- Built the automation layer with custom SAP-integrated APIs, enabling seamless data flow across leasing, finance, and operations teams.

PCPA Website 🌐 | *Full-Stack Development, API Integration, Workflow Automation*   **Nov'25 - Dec'26**

- Developing a modern, responsive PCPA website with integrated BigTix ticketing and a seamless booking experience for events and auditoriums.
- Automated enquiry-to-lead flow using custom PREOSS APIs, enabling real-time lead creation, workflow routing, and zero manual intervention.

Technical Skills

AI Systems & LLM Technologies: OpenAI, Claude, Gemini, LangChain, LangGraph, RAG Architectures, Vector Databases (Pinecone, Qdrant), Prompt Engineering, Fine-Tuning, Evaluation Frameworks, Langfuse, Agentic Workflows, Responsible AI & Safety.

Product Engineering & Prototyping: FastAPI, Flask, Streamlit, ReactJS, Vite, REST APIs, Webhooks, Automation Pipelines, Git/GitHub, Cursor, Opal.

Cloud, MLOps & Deployment: AWS (SageMaker, Lambda, S3, Redshift), Azure AI, Google Cloud Platform, Docker, Kubernetes, CI/CD, Vercel, Railway/Render.

Data & Analytics: Python, SQL, Pandas, NumPy, Data Modeling, ETL Pipelines, Power BI, Tableau, Amplitude, Google Analytics, Experimentation (A/B Testing).

Product Management & Strategy: AI Product Lifecycle, PRDs & Technical Scoping, AI Feature Roadmapping, User Journey Design, Metric Definition (North Star, KPIs), Go-to-Market Strategy, Business Case Development, Stakeholder Management, Agile/Scrum.

Education

B.Tech, Computer Science and Engineering	**University of Lucknow**	7.4/10	**Aug'17 - July'21**

Achievements

- **Star Sailor:**Awarded for exceptional FY 22-23 performance, presented by **Aman Gupta**, founder of boAt.
- **Most Impactful Employee:** Awarded for successful DMS Project implementation across PAN India.