

Product Manager

Portfolio:

About Me

Product Manager specializing in AI, Data Analytics, and Healthcare SaaS. Led product discovery and RAG/GenAI strategy to reduce regulatory research time by 40%, while driving a 22% adoption lift through user-centric roadmap planning. Technical expert in SQL, Python, and Agile DevOps, maintaining ~99% uptime and delivering Power BI insights that improved operational efficiency by 30%.

Skills

AI & Data

Generative AI Strategy
Advanced Prompt Engineering
Retrieval Augmented Generation
Responsible AI Governance
Model Performance Evaluation
Tools: LLMs, Vectordatabases

Product

Product Discovery Research
Strategic Roadmap Planning
Feature Prioritization Frameworks
Agile Scrum Methodology
Go-to-Market Execution
Tools: Jira, Figma, Confluence, Notion, A/B Testing

Analytics

KPI OKR Management
Funnel Retention Analysis
Power BI Visualization
Data Driven Decisions
Executive Performance Reporting
Tools: PowerBI, Mixpanel, Google Analytics

Technical

Data analysis, Labeling and Pipeline management
AWS Cloud Architecture
API System Integration
DevOps Platform Operations
Tools: SQL, Python, AWS,

Domain

Healthcare Product Compliance, Pharma Workflow Systems
Regulatory Risk Management, Regulated AI Validation

Projects

Krisper – AI Regulatory Intelligence Copilot: Led end-to-end product discovery and strategy for a RAG-based regulatory copilot enabling pharma and medical-device teams to retrieve accurate, citation-backed regulatory guidance. Defined user personas, positioning, MVP scope, and GTM strategy with a strong focus on accuracy, traceability, and responsible AI.

Highlights

- RAG / Krisper: Product-led a RAG-based regulatory intelligence copilot, defining personas and MVP scope to reduce regulatory document search time by an estimated 30–40% through citation-backed, high-confidence responses.
- Infinilook: Led customer discovery and pricing analysis with 35+ users, validating key adoption drivers and informing GTM strategy, contributing to an estimated 18–22% improvement in program adoption readiness.
- DevOps + Analytics + Leadership: Supported platform deployments and incident response within Agile teams, maintaining ~99% uptime, while building Power BI dashboards (10–15 KPIs) that reduced manual reporting effort by ~30% and improved team performance visibility.

Interests

- Reading Books
- Cooking
- Curious to know new developments in AI

Education

Product Management Bootcamp

2016 – 2020

University of Toronto

Practical training in product discovery, strategy, execution, and go-to-market using real-world PM frameworks.

Masters in Administrative Science– Global Health and Human Service Administration 2020 – 2023

Fairleigh Dickinson University

Core skills: strategic planning, healthcare finance, compliance/policy, program evaluation, organizational leadership, and systems thinking.

Experience

Product Consultant – Product Strategy & Operations

NewLook | British Columbia

Jan 2025 – Present

Infinilook Program | Consumer Subscription & Digital Platforms

- Led customer discovery and pricing analysis with 35+ users, validated adoption drivers and viability thresholds, driving 18–22% adoption and 10–12% attach-rate lift.
- Identified EMR usability friction through feedback loops with frontline teams, accelerating adoption and improving workflow consistency.

DevOps Operations Coordinator

Loblaw's | British Columbia

Nov 2023– Dec 2024

- Supported platform deployments and incident response within Agile delivery cycles, collaborating with engineering teams to achieve ~99% uptime and reduce deployment-related issues.
- Coordinated release management activities, minimizing user disruption and enabling faster rollback recovery during production incidents.

PowerBI Analyst

Frespoint | British Columbia

Sep 2022 – Oct 2023

- Built Power BI dashboards tracking 10–15 KPIs, enabling stakeholder visibility and data-driven prioritization.
- Identified performance trends and operational gaps, reducing manual analysis effort by ~30%.

Supervisor (Customer Service)

July 2020– Aug 2022

Maximus Canada | British Columbia

- Led onboarding and performance management for 15 associates, improving service quality consistency and team accountability.
- Conducted monthly quality analysis and coaching, contributing to improved call quality scores and customer satisfaction.

Certifications

Certified AI Practitioner (Foundational – Early Adopter) – AWS

Generative AI [Fundamentals, Solution Development, Application Development and Monitoring, Application Evaluation and Governance] – Databricks

Generative AI: Prompt Engineering – IBM (Coursera)

Generative AI Essentials – IBM (Coursera)

Generative AI for Business Intelligence (BI) Analysts – IBM (Coursera)