

Ishir Chatnani

Associate Product Manager, Sprinklr

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EDUCATION

B.Tech. Chemical Engineering, IIT Roorkee (2016 - 2020)

CGPA: 8.595

Class 12, Delhi Public School Faridabad (2016)

Grade: 95.4%

EXPERIENCE

Associate Product Manager | Sprinklr (June 2020 - present)

- Demonstrated experience in leading a team of Product Analysts and collaborating with different teams including Data Scientists, Developers, Designers, etc. to build Conversational AI Customer Care solutions for domestic and international clients including Telefonica, HDFC, Charlotte Tilbury, etc.
- Proficient in scoping, development, delivery and maintenance of AI models for Sprinklr products including AI chatbots, Smart Responses, AI-based routing, etc.
- Building Sprinklr's Conversational AI platform that is enabling Sprinklr clients to build AI models themselves for usecases like AI chatbots, AI-based routing, etc.

Summer Internship | Reckitt (May 2019 - July 2019)

- Performed competitive analysis of major competitors and identified key performance indicators for handwash formulations through a usage & attitude study
- Developed an alternative formulation for Dettol LHW having a significantly lower production cost and having parity performance to the in-market formulation
- Conducted a sequential monadic consumer test and analyzed consumer response through statistical comparison with the in-market formulation

EXTRA-CURRICULARS

Secretary | Kshitij - The Literary Magazine of IIT Roorkee (July 2016 - May 2019)

- Spearheaded a 3-tier team of 70 members working under four verticals
- Organized and performed at Eunoia - the annual English slam poetry event organized by Kshitij
- Worked on various editorial pieces as a Member of the English Editorial cell

Product Manager | Design Studio, IIT Roorkee (Jan 2017 - May 2020)

- Developed the information architecture & user flow for Certificate Management Portal with the aim to digitize the generation & management of certificates for the students, academic and administrative bodies of IIT Roorkee
- Designed the website and brand guidelines for iX Energy

Lawn Tennis

- Member of IIT Roorkee tennis contingent at various tournaments
- Secured 1st position in the Institute Colors Trophy 2018
- Secured 3rd position in the Inter-Bhawan Lawn Tennis tournament

Mentor | Student Mentorship Program (July 2018 - May 2020)

- Mentored two groups of 5 students each in their personal, curricular and extra-curricular endeavours

Valeo Business Case Competition (2019)

- Among the top 20 teams out of the 835 teams that participated all over India
- Prepared a business case for the production of electric motors and controllers for the electric rickshaw market in India