

Kishan M Mohan

Product Manager | Bengaluru, India

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Technical Product Manager with 9+ years of experience shipping complex transactional and data systems. A former systems architect, I specialise in owning the technical roadmap for products ranging from self-checkout POS systems to cloud-based data lifecycle platforms (PIM, MDM, AI/LLM).

Professional Experience

Technical Product Management - Operations at Radius.ai - Bangalore, India | July 2024 – Present

- Owned the technical roadmap for POS operations, leading a DevOps team to manage CI/CD, A/B testing, and deployment across 100+ locations. Implemented robust versioning for the core ops APIs to ensure backward compatibility with all active POS system versions communicating from the field.
- Owned the product lifecycle for the core Operations Dashboard, defining the roadmap and feature set (including product onboarding, payment integrations, promotions, and device management) for both internal and external users.
- Led the platform's third-party integration strategy, defining API requirements and managing the end-to-end certification process for key partners, including multiple payment providers, promotion engines, and inventory systems.
- Directed the development of a resilient data pipeline to asynchronously capture and upload image data from POS devices to the cloud, enabling streamlined data annotation and the continuous training of computer vision models.
- Spearheaded the data engineering initiative to provide critical business reporting, defining product requirements for a separate resilient pipeline that syncs transaction data (including offline POS support) to Snowflake.

Technical Product Manager & Data Ops at CrowdANALYTIX (dataX.ai) - Bangalore, India | June 2019 – July 2024

Product Management:

- Aligned and executed the product vision by integrating core products with personalised customer solutions, while taking ROI and technical trade-offs into account.
- Authored detailed product requirement documents (PRDs) that clearly defined features, functionalities, and user stories for development teams.
- Strategically developed and executed comprehensive product roadmaps to ensure alignment with business objectives.
- Led sprint planning sessions, implementing a "2+1" Agile methodology (two feature development sprints, one technical debt sprint) to balance rapid delivery with long-term product health.
- Oversaw cross-functional teams of engineers, UI/UX designers, data analysts, and data scientists, providing strategic guidance to align project milestones with broader business objectives.

System Design & Architecture

- Architected the company's core data pipeline builder, creating a unified framework and GUI that enabled non-technical teams to self-serve, reducing the engineering time required for client pipeline setup by over 75%.
- Designed a scalable, multi-tenant PIM, MDM, and DAM system to serve as the central data hub for five major product lines, improving data consistency across products and slashing client data onboarding time by 60%.
- Led the strategic migration to BigQuery, designing ETL pipelines to unify diverse data formats (managing over 100 million records monthly). This new data warehouse slashed average query processing time by 70% and expedited ML model prototyping cycles by 50%.
- Spearheaded the transition to a microservices-based architecture, utilising Docker to decouple core services. This pattern improved deployment frequency from monthly to daily and significantly reduced system downtime.
- Implemented a robust API gateway as the central entry point for all services, leading to a 25% reduction in API response latency and centralising security and monitoring.

- Directed the creation of a dedicated search index service, decoupling search from the primary database, which improved average search response time by 45% and directly contributed to improved user retention.

Technical Leadership & Process Optimisation

- Drove cultural and technical transformation by instituting DevOps practices; CI/CD pipeline implementation reduced deployment times by 70% and significantly minimised manual errors.
- Architected and directed the implementation of a centralised observability platform (Prometheus, Grafana, Loki), establishing it as the standard for all services. This slashed mean-time-to-resolution (MTTR) by 50% through proactive, real-time alerting.
- Spearheaded a company-wide cloud optimisation initiative, re-architecting core services and optimising resource utilisation to achieve a 70% reduction in annual cloud expenditures.
- Established engineering standards and scaled team expertise through targeted technical training and mentorship, building a high-performance team focused on reliability, quality, and professional growth.

Software Engineer at Panorbit Services - Bangalore, India | November 2017 - June 2019

- Collaborated closely with the client to design and develop Finpoint, an offline ERP and POS system customised to their business needs.
- Developed and managed the complete backend infrastructure and services for the ERP system, guaranteeing robust performance and scalability.
- Developed an advanced analytics and reporting system for the ERP, significantly enhancing data insights and decision-making capabilities.

Education & Certifications

Academic Degrees

Master of Business Administration | University of Western Australia | Oct 2025

B. Tech Electronics & Media Technology | Karunya University | May 2015

Diploma in Electronics & Communication Engineering | Thiruvalluvar Polytechnic College | Apr 2012

Professional Certifications

Data Engineering, Big Data & ML on GCP | Coursera | Aug 2021

AI Product Manager Nanodegree | Udacity | Nov 2019

Skills

- **Product:** Product Functional & Non-Functional Definition | Technical Spec Documentation | System Architecture Design | Agile | Product Roadmap & Backlog Management | KPI Definition | A/B Testing | Platform-as-a-Product | Payment Gateway Integration | Vendor Management
- **People & Ops:** Cross-functional Team Leadership | Tech Hiring & Mentoring | Resource Allocation & Budgeting | Cloud Cost Optimization
- **Domains & Platforms:** POS Systems | ERP Systems | PIM (Product Information Management) | MDM (Master Data Management) | DAM (Digital Asset Management) | B2B E-commerce | Data Observability
- **Programming/ Scripting Languages:** Python | Dart | SQL
- **Frameworks & Libraries:** Django | Flask | Fast Api | Temporal | SQL-Alchemy
- **Tools & Platforms:** PostgreSQL | MongoDB | Typesense | Redis | RabbitMQ | Grafana | Prometheus | Loki | BigQuery | PgBouncer | Nginx | Kubernetes | GCP | AWS | Azure | Cloudflare | Kafka | Snowflake | Ansible | n8n
- **Prototyping & Wireframing:** Balsamiq | Figma | Lucid Chart