Parshant Jain

Lead Product Manager

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[LinkedIn](https://www.linkedin.com/in/pj77/)

Over 20 years of experience as a lead product manager in the B2B Segment, health tech, Telehealth, Logistics, Supply Chain, Pharmaceutical, Media, Financial, Consulting, and Mortgage industries.

Proven Product Management skills – Product Management and Execution, LLMs, Gen AI, ML, Customer Management, Resource Management

Experience

**Cisco June 2023 – Present**

**lead Product Manager**

**Data insight, analytics, and data science – Global logistics group**

I am leading a team of 8 developers, and the role involves leading the development and management of Generative AI (LLMs) and B2B e-commerce products and solutions that optimize global logistics operations, enhance supply chain efficiency, small and large businesses’ order management, and provide valuable insights. My day-to-day responsibilities typically include the following:

* **Product Development:** Extensive work on foundation model pre-training, evaluation, fine-tuning, and RLHF, optimizing single and multi-turn conversation quality, fostering partnerships across business lines for model adoption, implementing RAG for response accuracy and freshness, ensuring trust and safety, collaborating on privacy and legal compliance, and leading global expansion initiatives.
* **Product Strategy and Roadmap:** Develop comprehensive strategies for small and large B2B e-commerce business and plans to align product goals, Sales force Order Management System, with business objectives, ensuring market competitiveness and growth.
* **Cross-functional Collaboration:** Facilitate effective communication and collaboration across various departments to streamline workflows and enhance overall productivity.
* **Data Strategy and Governance:** Implement robust data governance frameworks to ensure data integrity, security, and compliance, driving informed decision-making.
* **Product Development Oversight:** Oversee the entire product development lifecycle, from concept to launch, to ensure timely delivery and adherence to quality standards.
* **User Experience (UX) and Design:** Create intuitive and engaging user experiences by prioritizing user needs and leveraging design thinking principles.
* **AI Innovation:** I am the evangelist for AI, Data Science, and Gen AI both inside and outside of the company. I help define a compelling AI innovation narrative and represent in analysis briefings and key customer meetings.

**Medarcus May 2017 – June 2023**

**lead Product manager**

* Developed and launched the SurePatient Generative AI (LLM), ML, Healthcare B2B SaaS platform, which offers healthcare industry-first data integrity, RCM and analytics, resulting in a 600% boost in delivery efficiency and an 80% reduction in operations cost
* Worked with the foundation model pre-training, evaluation, fine-tuning, and RLHF, enhancing conversation quality, ensuring response accuracy with RAG, maintaining trust and safety, and ensuring privacy/HIPPA compliance.
* I have successfully led teams to implement product roadmaps, driving revenue growth and expanding market presence.
* I have launched innovative projects that enhance product distinctiveness and customer value. I also implemented scalable processes for efficient product lifecycle management and faster time-to-market.
* I have a strong track record of aligning teams to achieve strategic goals through a culture of excellence and cooperation.
* Led the development of an Innovative award-winning healthcare data platform, leading to multiple product developments.
* EHRs - EPIC, Cerner, Paragon, Meditech. FHIR, ADT, and HL7 standards and APIs

**ABC Disney Apr 2015 – Apr 2017**

**sr. Product manager**

* Managed Digital Media products associated with OSCARS, ABC, ABC Family, and the DISNEY suite of applications using agile methodology
* Developed and managed product plans in Clarity for new applications and new business merger development products
* Coordinated 11 different application teams to bring and work together for the same goal and managed these teams using Workday
* Worked closely with key stakeholders such as IT, engineering, and operations on the planning and execution of applications

**NBC Universal NOV 2013 – Mar 2015**

**sr. Product manager**

* Managed Digital Media Products for Entertainment Channel E!, Esquire & G4 under agile methodology, along with NBC Universal Shop and e-commerce Store
* Provided strategic recommendations to marketing, advertising sales, show Producers, and designers related to each program
* Migrated from IBM to Oracle Order Management System for the e-commerce
* Working with the SEO team to plan out the optimization strategies for E! & Esquire Sites
* Working with EVPs of Business and Legal Affairs, oversaw risk management, legal contracts, and agreements

**Sr. Product Manager (B2B CONSULTANT) Jan 2004 – Oct 2013**

CISCO WEBEX, AMGEN, EXPERIAN, ACCENTURE, FANNIE MAE, FREDDIE MAC, AMNEAL PHARMACEUTICALS

**Education**

* **Masters in Business Administration** (MBA), Pittsburg State University
* **Stanford University -**

Machine Learning Specialization

Generative AI certificate program

* **Coursera –** Generative AI with Large Language Models & AI for everyone
* **DeepLearning.AI –** Fine Tuning Large Language Models

**Tools, Models and Platforms**

* OpenAI (GPT-4, GPT-3.5), LLaMA, Google Gemini (PaLM), DALL·E, Midjourney, Stable Diffusion
* Hugging Face Transformers & APIs, LangChain / LlamaIndex, LoRA, PEFT, RLHF libraries
* Pinecone SDK, BotUI, shadcn UI, Vercel UI
* Weaviate, Pinecone (Vector database), FAISS, Redis
* Amazon S3 and GCP Cloud Storage, OAuth, Auth0, Firebase Auth
* Amplitude, Mixpanel, OpenTelemetry, DataDog, New Relic
* Whisper, Google STT, ElevenLabs, AWS Polly