Karan Mandalam

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Summary

Technical Product Manager with 7+ years building API-first, cloud-native integration platforms across CTO and COO offices. Experienced in defining RESTful APIs, webhook-driven lifecycle events, authentication layers, schema governance, and backward-compatible versioning strategies for scalable, secure systems. Shipped event-driven architectures that reduced lead-to-meeting time by 25%, cut campaign go-live time by 50%, and drove 5× organic growth through modular CMS and analytics platforms. Led migration of fragmented legacy workflows into unified integration layers, consolidating ownership, improving observability through structured logging and monitoring, and reducing operational overhead. Comfortable partnering deeply with engineering on feasibility and reliability while aligning platform roadmaps to measurable business outcomes, including AI-enabled automation and production-grade LLM integrations.

Experience

Product Manager, CTO's Office — **Bangalore, India**
Miles Education — *2023–2025*
- Owned product strategy and roadmap for platforms across communications, scheduling, CMS, and AI workflows.
- Architected and shipped an event-driven integration platform using API contracts and webhook-based lifecycle events, enabling self-serve business workflows while enforcing authentication, logging, and failure-handling standards.
- Built a consumer-facing scheduling platform on versioned shared APIs with documented schemas, lifecycle events, and backward-compatible contract changes, reducing lead-to-meeting time by ∼25%.
- Launched modular CMS platforms and reusable components with admin playbooks, reducing ops effort by ∼40% and driving ∼5x growth in organic traffic.
- Designed and productionized agentic AI workflows, cutting down campaign go-live time by 50%.
- Led migration of fragmented legacy workflows into a unified, event-driven integration layer, consolidating ownership and improving system observability and reliability.

Program Manager, COO's Office — **Bangalore, India**
AlmaBetter — *2022–2023*
- Owned the events and growth platform charter, defining workflows, success metrics, and analytics from scratch.
- Built and optimized event funnels with simplified registration and tracking, doubling enrollments and delivering ∼1Cr quarterly impact.
- Designed a Slack-integrated ticketing and workflow system, improving SLA by ∼40% and reducing learning-related tickets by ∼25%.
- Established a technical content production system, increasing average session time by ∼30% and reducing bounce rate by ∼40%.

Product Strategist — **Bangalore, India**
upGrad — *2020–2022*
- Owned end-to-end product lifecycle for edtech programs, from discovery and requirements to launch and iteration, maintaining consistent CSAT of 4.5+/5.
- Conducted user interviews and analyzed platform data to introduce interactive learning features, improving customer ratings by ∼5%.

Associate Consultant — **Mumbai, India**
Capgemini — *2018–2020*
- Provided L3 production support for Disney's Team Box system, debugging distributed API failures using Splunk and system logs.

Personal Products

My ThirdPlace: Built a community and events discovery platform end-to-end, owning product vision, roadmap, and execution across web app, admin tooling, payments, and analytics. Designed an API-first backend with role-based access controls, webhook subscriptions, audit logging, and real-time data flows, enabling secure, scalable operations with production-grade reliability.

MereKapade: Built an AI-powered custom apparel platform enabling users to generate, edit, and order personalized designs through guided GenAI workflows. Designed a modular, cloud-native architecture supporting AI generation, visual editing, e-commerce flows, and future fulfillment automation.

Technical Skills

Product Management: Product Roadmap Ownership, Platform Product Management, API-as-a-Product

Platform, Cloud & Systems: RESTful API Design, Webhooks, Authentication (OAuth/JWT), API Versioning & Backward Compatibility, Event-Driven Architectures, Microservices, Cloud-Native Systems (AWS, GCP)

AI & Automation: GenAI Product Integration, RAG Systems, Agentic Workflows, LLM Evaluation & Observability

Tools: Jira, Confluence, Postman, Swagger, GitHub, Splunk, Datadog

Education

BITS Pilani — **Pilani, India**
Bachelor of Engineering (B.E.) Hons. — *2014–2018*