Karan Mandalam

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SUMMARY

Product Manager with 7+ years of experience owning customer-facing and internal products across growth, GTM, and lifecycle surfaces in scaled organizations. Proven track record driving roadmap definition and cross-functional delivery for products supporting ~$30M ARR, with measurable impact on conversion, efficiency, and user outcomes. Experienced in shipping AI-assisted, multimodal features as part of modern CRM and lifecycle stacks, using data and experimentation to guide decisions.

EXPERIENCE

Consultant – Product, Systems & AI Enablement   2025 – 2025
Tribeca Developers | Turing   Bangalore, India
- Led CXO-facing discovery and delivery of AI-enabled internal products across ops, data access, and executive reporting, translating problem statements into PRDs, vendor evaluations, and shipped solutions.
- Built AI system literacy through hands-on work with LLM training and evaluation workflows (RLHF-style feedback, rubric-based evals), contributing across 100+ model tasks and informing human-in-the-loop automation decisions.

Product Manager   2023 – 2025
Miles Education   Bangalore, India
- Owned product outcomes across acquisition, lifecycle, and internal product surfaces for a ~$30M ARR business, partnering with engineering, design, marketing, and sales to plan roadmaps and deliver incremental improvements.
- Led requirements definition and delivery for multiple customer-facing and internal features across lead management, reporting, and communication flows, improving usability, reliability, and cross-team adoption.
- Owned GTM for large-scale programs including events and conclaves, owning registration flows, customer communications, and CRM handoffs; improved lead-to-attendance conversion and reduced manual coordination.
- Ran data-informed iteration across WhatsApp, email, and CRM journeys, using funnel and behavioral metrics to improve lifecycle conversion rates by 10–15% and influence optimization of ₹2Cr+/month in acquisition spend.
- Shipped AI-assisted, multimodal CRM and lifecycle features, defining requirements for LLM-driven decisioning and retrieval-backed content; reduced campaign launch cycles and improved CRM execution efficiency.

Program Manager – Product & Growth   2022 – 2023
AlmaBetter   Bangalore, India
- Owned product delivery across learning experience and growth initiatives, working with content, engineering, marketing, and ops teams to ship roadmap items tied to enrollment, completion, and satisfaction metrics.
- Led 0-to-1 launch and scale of the Events vertical as a product line, owning registration UX, pricing inputs, communication flows, and analytics; delivered ~₹1Cr revenue impact in a quarter, with 3x registrations.
- Improved learner experience by identifying high-friction support and delivery gaps, shipping a productized ticketing and resolution workflow that reduced turnaround time by ~35%.
- Improved the Placement Assistance Program by streamlining learner and mentor workflows, increasing participation in placement activities by ~30% and reducing manual coordination for ops teams.

Product Strategist   2020 – 2022
upGrad   Bangalore, India
- Owned product strategy and roadmap for multiple postgraduate programs, conducting market and learner research to define program vision, curriculum structure, and feature requirements.
- Drove learner outcomes through continuous iteration on content, assessments, and delivery workflows using cohort data and feedback, contributing to 4.5+ average course ratings, ~88% CSAT, and ~70 NPS across cohorts.

Associate Consultant   2018 – 2020
Capgemini   Mumbai, India
- Contributed to enterprise initiatives, supporting requirements analysis, workflow automation, and production issue resolution in collaboration with engineering and client stakeholders.

PROJECTS

MyThirdPlace
- Built and owned a consumer-facing product from concept to launch, defining product vision, roadmap, and core user journeys across discovery, hosting, and participation.
- Shipped admin tooling, activity logging, and analytics to support moderation, event operations, and growth tracking.

MereKapade
- Built an AI-assisted custom apparel product, owning end-to-end requirements across intent-to-purchase flows, interactive design, pricing logic, and backend integrations to enable scalable customization.

EDUCATION

B.E. in Computer Science & Engineering   2014 – 2018
BITS Pilani   Rajasthan, India