

# Karan Mandalam

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## Summary

AI Product Manager with 7+ years building and scaling production-grade AI systems across SaaS, growth, and platform products. Experienced in designing agentic workflows that combine LLMs, automation, analytics, and human-in-the-loop controls. Strong execution bias with hands-on exposure to AI agents, orchestration layers, evaluation loops, and reliability mechanisms. Comfortable operating between product, engineering, design, and business to ship AI features that drive measurable outcomes.

## Experience

### **AI Product & Systems Consultant | Independent | 2025 – 2025**

- Designed and implemented internal AI copilots to support knowledge retrieval, summarization, analysis, and decision support, focusing on usability, guardrails, and real adoption rather than demos.
- Worked hands-on with AI model training workflows through Turing, including reinforcement learning, evaluation frameworks, and quality benchmarking, building practical expertise in model behavior, trade-offs, and production constraints.

### **Product Manager | Miles Education | 2023 – 2025**

- Owned end-to-end execution of AI-assisted growth and CRM systems handling ₹2Cr+/month in spend, improving lead quality by 20%, reducing lead-to-meeting time by 25%, and enabling scalable experimentation across channels.
- Designed and shipped agent-like workflows combining LLMs, automation, and human-in-the-loop controls across acquisition, lifecycle, and event journeys, with explicit retries, fallbacks, and operational guardrails for production reliability.
- Led development of SEO-optimized CMS and event platforms, integrating analytics, CRM, and communication systems to drive 3x organic traffic growth and improve end-to-end funnel visibility.
- Implemented multi-touch attribution, segmentation, and AI-informed analytics to support better targeting, measurement, and decision-making across marketing and sales operations.
- Built internal admin tools and workflow automation to operationalize AI and growth systems for non-technical teams, reducing manual effort, improving execution velocity, and minimizing dependency on engineering.

### **Program Manager | AlmaBetter | 2022 – 2023**

- Owned end-to-end delivery of event and lifecycle platforms spanning acquisition, registration, and engagement, driving 3x event registrations and ~₹1Cr+ revenue impact through funnel optimization and experimentation.
- Introduced generative AI into content development and operational workflows, embedding it into the delivery process to reduce errors, improve turnaround times, and enhance consistency at scale.
- Designed automation-first workflows with selective human review across learner communication and operations, reducing drop-offs (~25%) and improving system reliability at scale.

### **Product Strategist | upGrad | 2020 – 2022**

- Shipped and scaled learning product features focused on engagement, retention, and completion, maintaining 4.5+ CSAT while operating across content, platform, and learner experience.

### **Associate Consultant | Capgemini | 2018 – 2020**

- Delivered automation and platform improvements for enterprise systems, reducing manual effort and turnaround time while building a strong foundation in execution, reliability, and working within large-scale production environments.

## AI-Native Products

### **Product Lead | MyThirdPlace | Project**

- Built an AI-enabled community and events platform end-to-end, owning product vision, roadmap, and execution across user experience, admin tooling, payments, and analytics.
- Designed lifecycle-aware systems for discovery, participation, engagement, and retention, with automation and rule-based intelligence to support repeatable growth and operational scale.

### **Product Lead | MereKapade | Project**

- Built an AI-powered custom apparel platform guiding users from intent to purchase through interactive, generative workflows.

## Skills & Competencies

**AI & Agent Systems:** AI agents & agentic workflows, LLM-powered systems (prompts, guardrails, structured outputs), human-in-the-loop design, retries & failure handling, model evaluation fundamentals (RL, evals, benchmarking).

**Product Execution:** 0-to-1 and 1-to-n product delivery, PRDs & system design, roadmap execution, rollout planning, cross-functional leadership & stakeholder management.

**Automation & Platforms:** Workflow orchestration & automation (n8n), CRM & lifecycle platforms (HubSpot, Netcore, CleverTap, WebEngage), API-first, event-driven system design.

**Data & Decisioning:** Funnel analysis & experimentation, GA4, Google Tag Manager, Metabase, SQL.

## Education

### **Bachelor of Engineering (B.E.) Hons. | BITS Pilani | 2014 – 2018**

Pilani, India