SAHAIB SINGH

Mumbai, India

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Profile

AI Systems Product Engineer with deep experience across product execution, AI automation, systems thinking and technical workflow design. I work across product, engineering, data and automation to turn complex operational problems into reliable digital systems. My expertise covers AI inference, automation flows, data engineering, system behaviour, monitoring, security tooling and real world shipping. I bring a builder mindset, strong user understanding and the ability to design AI powered solutions that scale.

Experience

NAVTOR India Pvt Ltd   Sept 2025 to Present
Process and Efficiency Lead   *Mumbai, India*

- Delivered high impact contributions across product, support and automation in the first three months, improving customer experience and internal efficiency for global maritime clients.
- Created NAVTOR's first AI based support assistant using MS Copilot Studio with automated ticket analysis, root cause detection and context gathering integrated with internal APIs and documentation.
- Established structured workflows and technical articulation standards that improved communication between support, product and engineering for the Digital Logbooks product.
- Mapped recurring product issues by analysing logs, vessel behaviour and workflow patterns and converted findings into actionable engineering insights.
- Built internal utilities that reduced dependency on senior developers, accelerated debugging and improved consistency of L2 and L3 resolutions.
- Acted as the bridge between engineering and support by translating complex technical issues into clear and actionable problem statements.
- Designed the complete information architecture for the Digital Logbook SharePoint system including navigation structure, templates and knowledge flows to enable scalable onboarding and cross team clarity.

Freightify Solutions India Pvt Ltd   Nov 2021 to Aug 2025
Lead Technical Product Specialist   *Hybrid*

- Led technical product support and customer driven prioritisation across two hundred plus freight forwarders.
- Built dashboards and monitoring tools that improved product visibility and decision making speed by forty percent.
- Translated complex problems into clear technical requirements that enabled faster engineering turnaround and cleaner releases.
- Developed AI driven automation including CrewAI powered L3 investigation that reduced manual analysis effort by sixty percent.
- Created standardised workflows and documentation that reduced onboarding time by half and improved cross team alignment.
- Owned end to end support improvement initiatives that increased customer satisfaction metrics by thirty five percent.

Freelance Product Consultant   2021 to 2024
Data Product Specialist   *Remote*

- Designed and shipped data intensive products including Portsindex and Polirizer with strong adoption driven by clean UX, data pipelines and automation.
- Built real time event processing flows using AWS Kinesis and Lambda for high volume analytics workloads.
- Created BI dashboards and reporting systems using Power BI, AWS and GCP for clients needing decision support tools.

Commutec   Sept 2016 to Sept 2021
Product Associate and First Employee   *Mumbai, India*

- Handled product, operations, customer success and business development for enterprise mobility clients.
- Led development of Commutec PRo which automated fleet operations and improved client efficiency by forty percent.
- Managed enterprise accounts worth more than half a million USD including requirements, onboarding and long term growth.
- Contributed to company recognition from NASSCOM and Shell for mobility innovation.

Education

University of Mumbai (IDOL) **2015 to 2024**
Bachelor of Science in Computer Science *Mumbai, India*

Swami Vivekanand Junior College of Science and Commerce **2013 to 2015**
HSC *Mumbai, India*

St. Joseph's High School **2003 to 2013**
SSC *Mumbai, India*

Certifications

AWS Solutions Architect Associate **In Progress**
Amazon Web Services

Microsoft Power BI Data Analyst **In Progress**
Microsoft

AI for Product Management **2025**
Pendo.io

Agile Project Management **2025**
PMI

Data Science Tools **2025**
IBM

Diploma in Product Management **2025**
Alison

Projects

AI Support Agent | Automated L3 Investigation System **2025**
- Built an AI powered workflow using CrewAI that fetches L3 support tickets, performs automated diagnosis against internal APIs and documentation and produces clear summaries for faster triage and resolution.

Portsindex | Global Port Information Directory and Lookup Engine **2024**
- Created a structured global port lookup platform with port codes, country mapping and operational metadata at portsindex.com for logistics and maritime users.
- Designed the dataset, indexing structure and interface for fast port discovery, validation and reference during daily operations.

IPindex | IP Intelligence and Network Reputation Tool **2025**
- Developed an IP analysis tool that retrieves threat reputation, geolocation, ASN information and other signals from multiple intelligence sources to help validate suspicious or unknown traffic.
- Built the tool to support security investigations with clear and actionable IP level insights in a minimal and performance focused interface.

DNS-index | DNS Record Explorer and Troubleshooting Utility **2025**
- Built a DNS inspection tool that fetches and analyses DNS records including A, AAAA, MX, NS, TXT, SOA and CNAME to assist with domain and mail configuration checks.
- Designed for engineers who need to debug propagation delays, misconfigurations and deliverability issues across different resolvers.

Polirizer | AI Powered Privacy Policy Simplifier **2024**
- Developed an AI powered tool that converts long privacy policies into simple summaries focused on data collection, usage, sharing and user impact.

Skills and Technical Expertise

AI Systems: Huggingface, ComfyUI, LLM workflows, Copilot Studio, Ollama, OpenRouter, model comparison, tokenization, KV cache, quantization, multi model design

Automation: Power Automate, API orchestration, workflow design, enterprise automation, custom integrations

Product Execution: Roadmapping, user research, requirement translation, cross team alignment, delivery execution

Data Engineering: BigQuery, Power BI, GCP APIs, Databricks, ETL, analytics dashboards, real time event processing

System Behaviour: Monitoring, performance analysis, logging, Sentry, Mixpanel, Grafana, incident response

Security and Tooling: Firewall log analysis, IP intelligence tooling, request inspection, rule design

Cloud and Infra: AWS services, API tools, cloud architecture basics, data modelling

Tools: Figma, Freshdesk, Jira, Confluence, Git, Looker Studio