VISHESH PRAJAPATI

AI Product Manager | Generative AI | Enterprise SaaS Platforms

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PROFESSIONAL SUMMARY

AI Product Manager with 4+ years of experience delivering enterprise AI and SaaS products across retail and consulting domains. Proven expertise in launching Generative AI, LLM-powered platforms, and automation solutions that improve operational efficiency, user adoption, and business performance. Strong background in technical product management, product strategy, roadmap ownership, Agile delivery, and cross-functional stakeholder collaboration. Experienced in building scalable AI platforms leveraging RAG, semantic search, and experimentation frameworks.

CORE SKILLS

- **Product Management:** Product Strategy | Roadmaps | PRDs | Agile/Scrum | Backlog Prioritization | Sprint Planning | User Stories | Stakeholder Management | Product Discovery | Go-To-Market | OKRs
- **AI & GenAI:** Generative AI | LLMs (GPT-4, Claude, Gemini) | RAG | Agentic AI | Prompt Engineering | Conversational AI | Semantic Search | Recommendation Systems
- **Analytics & Technical:** SQL | Python | A/B Testing | Experimentation | KPI Definition | Funnel Analysis | Cohort Analysis | Mixpanel | Google Analytics | Tableau | Power BI
- **Platforms & Tools:** Azure OpenAI | AWS SageMaker | Google Vertex AI | LangChain | Vector Databases | REST APIs | Postman | Swagger | Jira | Confluence | Figma | Miro | Aha!
- **Responsible AI:** AI Governance | Bias Detection | Explainability (SHAP, LIME) | Compliance | Human-in-the-Loop | Model Monitoring
- **Business & Stakeholder:** Cross-Functional Leadership | Executive Communication | Requirements Gathering | Feature Prioritization | Risk Management | Vendor Collaboration

PROFESSIONAL EXPERIENCE

The Home Depot — Chicago, IL

AI Product Manager | Aug 2024 – Present

- Led enterprise GenAI product strategy and roadmap execution for associate-facing AI platform, improving operational task efficiency by 22%.
- Owned end-to-end PRD development and Agile delivery, accelerating release cycles by **20%** while maintaining zero critical post-production defects.
- Designed conversational AI experiences in collaboration with UX teams, optimizing user journeys and reducing average task completion time by **25%**.
- Implemented Retrieval-Augmented Generation (RAG) architecture integrating vector databases and enterprise knowledge sources, reducing LLM hallucinations by **40%**.
- Partnered with data engineering teams to build semantic search pipelines, improving document retrieval latency and response relevance by **30%**.
- Established AI governance framework including prompt versioning, response evaluation, and safety guardrails to ensure enterprise compliance and responsible AI usage.
- Defined and tracked product success metrics using Mixpanel, increasing daily active usage by **28%** through data-driven prioritization.
- Launched controlled A/B experiments to validate conversational improvements, increasing assistant resolution accuracy by **18%**.
- Integrated enterprise GenAI platform into internal SaaS web and mobile applications using REST APIs, improving accessibility and in-store adoption.

Accenture — India

Product Manager | Sept 2020 – Aug 2023

- Owned enterprise SaaS product roadmap and delivery strategy for digital transformation platform, improving operational efficiency by **22%** across core workflows.
- Managed and prioritized a **300+ item backlog** using Jira while leading cross-functional Agile teams to achieve **95% on-time delivery**.
- Authored detailed PRDs, release documentation, and decision logs in Confluence, reducing requirement clarification cycles by **30%**.
- Led discovery workshops and process mapping initiatives, eliminating **15+ manual workflow steps** and reducing fulfillment cycle time by **28%**.
- Collaborated with UX teams to validate wireframes and interaction designs, improving internal user task completion speed by **25%**.
- Leveraged SQL and analytics dashboards to drive data-informed feature prioritization, increasing platform adoption by **18% within six months**.
- Built executive KPI dashboards using Tableau to provide leadership visibility into delivery progress and business impact.
- Partnered with engineering teams to define API integration requirements and reviewed Swagger specifications, reducing integration defects by **20%**.
- Supported release validation and go-live activities using Postman testing frameworks, enabling smooth phased deployments.

EDUCATION

- **Master of Science in Data Science** — DePaul University, Chicago, USA
- **Bachelor of Technology in Information Technology** — Ganpat University, Gujarat, India