

## WORK EXPERIENCE

---

### EMA

Oct 2024 – Present

AI Evaluation Analyst

Bengaluru, India

- **CSM Frontier App:** Built an internal full-stack app using Claude Code to solve the lack of centralized deal visibility across the org, designed backend workflows for AI-powered data extraction and document upload, and demoed to leadership. Now used by 20+ members across GTM and Solution Architecture as the primary tool for tracking live deals
- **0→1 AI Launch:** Designed and owned the end-to-end QA framework for 50+ AI agents where no structured evaluation process existed, enabling the first public launch and directly supporting closure of a key enterprise deal
- **LLM Accuracy:** Diagnosed consistent failure patterns in LLM outputs that were causing escalations, worked with engineering on targeted fixes, and improved accuracy by 20–30%, measurably reducing support load
- **Integrations:** Led rollout and validation of 50+ third-party integrations where production reliability was inconsistent, cutting issues and improving end-user reliability at scale
- **Product Decisions:** Surfaced evaluation data as structured input to PM prioritization and directly influenced feature tradeoff calls across multiple release cycles
- **User Issues:** Identified recurring failure patterns in AI outputs before they became widespread complaints and prioritized fixes that reduced user-facing errors and improved retention

### Phenom

Nov 2023 – Oct 2024

Product Analyst

Hyderabad, India

- **Churn Prevention:** Identified behavioral churn signals where no early-warning system existed, built an alert system for the CS team, and prevented an estimated \$200K in revenue loss
- **Adoption Gap:** Analyzed drop-off patterns across user journeys, identified friction points, and drove targeted fixes with engineering, resulting in a 5% lift in feature adoption
- **Metrics Layer:** Defined and tracked 35+ metrics spanning retention and engagement where no unified KPI framework existed, giving leadership consistent visibility to make data-backed decisions
- **User Insights:** Translated raw behavioral data into weekly executive reports that directly shaped roadmap priorities and surfaced issues before they escalated

### Blink X by JM Financial

Mar 2023 – May 2023

Product Management Intern

Mumbai, India

- **User Segmentation:** Analyzed 25M+ user records to identify high-value personas and define the GTM targeting strategy for a new lending product
- **0→1 Build:** Took full ownership of a stock education app from concept to prototype, defined the roadmap, designed all UX flows, and integrated gamification mechanics to drive engagement
- **Market Insights:** Conducted structured competitive analysis across 10+ players to identify positioning gaps and sharpen the product's differentiation narrative

## ACHIEVEMENTS

---

**Top Fellow, NextLeap:** Selected in top 4% of Product Manager Fellowship cohort out of 500+ applicants

**PM Bootcamp:** 1st Runner up at Masters' Union PM Bootcamp, awarded 50% scholarship (\$2,400)

**Startup:** 1st Runner up after building and demoing an MVP for a centralized egg-freezing platform, received (\$3,000) in grant funding

## EDUCATION

---

### Plaksha University, Tech Leaders Fellowship

2022 – 2023

Post-Graduate Programme in Artificial Intelligence & Leadership

Mohali, India

- Selected as 1 of 60 young leaders from India on scholarship (\$6,000), multidisciplinary tech leadership development program with a 6% selection rate
- Program run in collaboration with the University of California, Berkeley and Purdue University

### Ambedkar Institute of Technology

2018 – 2021

Bachelor of Computer Applications

Delhi, India