RAVINDER KUMAR

Lead Product Manager | AI, B2B SaaS & Data Products | Exp: 6 yrs |New Delhi, India | +91-8368328566
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PROFESSIONAL SUMMARY

Lead Product Manager with 6+ years of experience owning product strategy, 0→1 launches, and growth-stage B2B SaaS, AI, data, and workforce products. In my last role at GBL, I led a portfolio of 5 products and cross-functional teams of up to 25 members, taking products from discovery through launch, adoption, and scale. Strong experience translating customer and business problems into product strategy, roadmaps, workflows and measurable outcomes, with hands-on depth across AI/LLMs, APIs, data platforms, workflow automation and product analytics.

CORE COMPETENCIES

- **Product Leadership:** Product Strategy, Product Vision & Roadmaps, 0→1 Product Development, Portfolio Management, Customer Discovery, Product Discovery, GTM, PLG, OKRs, Metrics Trees, Prioritization
- **AI Product Management:** GenAI, LLM Applications, AI Agents, RAG, Voice AI, Prompt Engineering, LLM Evaluation, AI Workflows, Human-in-the-Loop, AI Product Lifecycle
- **Technical Product Management:** APIs & Integrations, Webhooks, Data Schemas, SQL, ETL/Data Pipelines, System Design, Workflow Automation, Serverless Architecture
- **Execution & Analytics:** Agile/Scrum, PRDs, Jira, Confluence, Linear, Product Analytics, Mixpanel, PostHog, Tableau, Looker Studio, Figma, Postman

KEY PRODUCTS PORTFOLIO

- **Inache Worker Cloud (GBL):** B2B enterprise worker communication and Voice AI platform scaled to **350K+ users** across industrial enterprise accounts; drove AI-enabled transcription, translation, feedback capture, and workflow automation.
- **Flexi Salary Advance (GBL):** 0→1 Earned Wage Access (EWA) fintech product launched in under 6 months; owned product discovery, workflows, integrations and launch, achieving **~30% pilot utilization**.
- **Enterprise Investment Monitor (Prismberry):** B2B data and analytics platform consolidating investment/securities data and replacing manual workflows;
- **FeedbackFlow (ind):** GenAI-powered customer feedback/support triage application that converts unstructured customer inputs into structured actions using LLM classification, Slack webhooks, and Jira workflows.
- **AI Eval Studio (ind):** AI evaluation platform under development for LLM application testing, prompt regression, evaluation datasets, LLM-as-judge workflows, and quality/latency/cost analysis.

PROFESSIONAL EXPERIENCE

Independent Venture | New Delhi, India
Product Builder | May 2025 – Present

- **Conceptualized and developed AI-native product prototypes** across customer support, recruitment, and developer workflows, including FeedbackFlow, AI Job Intelligence Platform, and AI JS Platform. All repos are available on my GitHub account
- Built hands-on with **LLM APIs, FastAPI, Next.js, PostgreSQL, serverless workflows and webhooks**, translating product concepts into functional prototypes and experiments.
- **Developing AI Eval Studio**, an LLM evaluation platform focused on test scenarios, prompt regression, LLM-as-judge evaluation, hallucination, latency, token usage, and cost analysis.
- Developed an **LLM-powered customer feedback workflow** that classifies unstructured feedback and routes actionable items to Slack/Jira, demonstrating ~70% reduction in manual triage effort in testing.
- Researched and published product/technical breakdowns on **AI agents, LLM evaluation, API integrations, and AI-native product UX**, reaching 5K+ technology professionals.

Good Business Lab | Remote, India
Lead Product Manager / Senior Product Manager | Aug 2022 – Jan 2025

- Led product strategy and execution across a portfolio of B2B/enterprise products (5 products), partnering with Engineering, Design, QA, clients, and business stakeholders to define product vision, roadmaps, priorities, and measurable outcomes across AI, fintech, and worker-facing platforms.
- **Inache Worker-voice Cloud:** Led the transformation and scaling of a multilingual worker communication platform into an AI-enabled B2B feedback/Voice AI product serving **350K+ users** across industrial enterprise accounts; introduced Gemini-powered transcription/translation and workflow improvements that improved AI accuracy by **~30%** and contributed to **2× adoption**. Resulting in **90% CSAT** among workers.
- Owned the AI product lifecycle for Inache, from problem discovery and workflow design through prompt optimization, evaluation criteria, fallback mechanisms, release validation, and production iteration; partnered closely with Engineering (both in-house and external vendors) to improve reliability and user experience.
- **Flexi Salary Advance:** Led the **0→1** development of an Earned Wage Access product from discovery to launch in less than 6 months, defining eligibility/workflows, product requirements, payment integrations, UAT and launch strategy; achieved **~30% utilization/ transaction** penetration in the pilot. Ultimately, **reducing the attrition rate by 10-12%**
- **AI Job Intelligence Platform:** Conceived and led development of an AI-assisted job search and application intelligence platform, combining ML-based JD analysis, resume matching, application prioritization and workflow automation to streamline job-search operations.
- Led and nurtured high-performing cross-functional teams having **25-30 members:** APMs, engineers, designers, customer success, sales, marketing and QA across multiple initiatives; introduced clearer product requirements, prioritization and execution practices that improved delivery/release velocity by **~50–60%**.
- Used customer feedback, product analytics and operational data to prioritize roadmap investments, resolve workflow bottlenecks and improve product adoption, while contributing to product strategy, discovery, PRDs, GTM planning and stakeholder communication across the organization.

Provana | Noida, India
Associate Product Manager | Nov 2021 – Apr 2022

- Owned compliance workflow modules and automation pipelines for a B2B SaaS platform managing enterprise US debt collection and legal workflows.
- Collaborated with backend architects to redesign core data reconciliation scripts, improving cross-system data sync accuracy by ~50% and reducing pipeline sync latency by ~80%.
- Authored technical API specifications, data mapping schemas, and user stories for third-party billing and reporting integrations.
- Partnered with US compliance and operations stakeholders to align sprint backlogs with SOC2 and regulatory requirements, reducing operational ticket escalations.

Prismberry Technologies | Noida, India
Product Manager – Data Platforms | Apr 2020 – Oct 2021

- Led the 0-to-1 development of an enterprise investment management platform tracking Mutual Funds, Govt. and Private Bonds, NCDs, ETFs, and fixed deposits for governmental and institutional investment committees.
- Automated financial data ingestion by designing custom ETL scrapers across national exchanges, saving institutional analysts 5+ daily hours of manual portfolio reconciliation.
- Spearheaded data modernization initiatives for a Energy manufacturing giant processing 1M+ daily raw data (Excel, PDFs, Docs) via Google ELT pipelines, decreasing analytical reporting query response times by 90%.
- Collaborated with executive leadership on Go-to-Market collateral for a cloud monitoring tool, capturing 200+ qualified B2B leads within two weeks of launch.

Prismberry Technologies | Noida, India | *Business Development Manager* | Dec 2019 – Mar 2020

GryNow Media | Gurugram, India | *Business Development Manager* | Apr 2019 – Oct 2019

TaxSpanner | Delhi, India | *Marketing Intern* | Dec 2019 – Mar 2020

MHA | New Delhi, India | Assistant *Programmer* | Jul 2014 - Jan 2015

EDUCATION

Indian Institute of Management Rohtak (IIM Rohtak) | Rohtak, India
Master of Business Administration (MBA) in MIS, Marketing | 2017 – 2019

Delhi College of Engineering (DCE / DTU) | New Delhi, India
Bachelor of Engineering (B.E.) in Computer Engineering | 2008 – 2012