

VIKAS TIWARI

Senior Product Manager | AI & Platform Products

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SUMMARY

8+ years driving product strategy, discovery, and delivery for **B2B SaaS** and **AI platform** products. Own **end-to-end roadmap and backlog** for agentic AI products today, working with **20+ engineers, data scientists, and designers**. Combine deep **technical fluency** (GenAI/LLMs, agent orchestration, RAG, model evaluation, API-first architecture) with strong **product craft** (user research, PRDs, prioritisation frameworks, experimentation). Experienced in engaging **enterprise technical stakeholders**, making **build-vs-buy and scalability trade-offs**, and shipping with **predictable, sprint-based delivery**.

EXPERIENCE

Trinka AI | Senior AI Product Manager

Mumbai | Dec 2025 – Present

- **Scope:** Own product strategy and delivery across Trinka Cloud, Desktop, and AI/ML platform for a **20+ member cross-functional team** (5 AI Engineers, 9 Data Scientists, 4 Frontend, 5 Backend, 3 Designers, 4 Junior PMs).
- **Agent Platform:** Defined the vision and led a 5-member team to design **agent orchestration workflows** using **n8n, Langflow, MCPs, and self-hosted LLMs**, automating 3 internal processes and improving operational efficiency.
- **Model Evaluation:** Own the **model development lifecycle** (training, testing, evaluation) for in-house grammar correction and **AI content detection models**; define **acceptance criteria** and evaluation frameworks to ensure production readiness.
- **Delivery & Process:** Run **backlog grooming, sprint planning, and release cycles** across all product lines; mentor 4 junior PMs on PRD writing, stakeholder alignment, and execution discipline.

HowNow (AI-powered LXP) | Product Manager

Mumbai | Jun 2022 – Oct 2025

- **0→1 Launch:** Defined product vision and shipped an **AI-powered Skills Profile** using **RAG + vector database**, achieving **80% adoption in month one** with sustained engagement over 90 days.
- **Activation:** Reduced **enterprise time-to-value by 75%** (12 weeks → 3 weeks) by redesigning onboarding flows, eliminating manual handoffs, and introducing parallel setup checkpoints.
- **AI/Cost Optimisation:** Built an **AI innovation division**; deployed **self-hosted LLMs** (Llama, DeepSeek) and an open-source agent stack (**LangChain, Langfuse, Langflow, n8n, Mem0**) to cut inference costs and reduce vendor dependency.
- **Data Quality:** Standardised a **40K+ item taxonomy** using **AI embeddings and cosine similarity**, improving categorisation accuracy and content discoverability across the platform.
- **Roadmap & Process:** Established a **6–12 month planning cadence** with a **prioritisation matrix**, CS pods, and cross-functional alignment (Sales, Marketing, Engineering), achieving **85% on-time delivery** across **25+ feature launches**.
- **PRD Standardisation:** Defined the PRD workflow integrating **AI assessment criteria, user stories, epics**, multilingual localisation requirements, and accessibility compliance checks.

NDS Global | Lead Consultant

Mumbai | Jan 2020 – Jun 2022

- **Product-Led Growth:** Shipped an **enterprise chatbot platform** for **100K+ users**, reaching **90% adoption in 4 months** through Dialogflow/QnA Maker tuning and targeted change-management campaigns.
- **Business Impact:** Built an **onboarding automation system** saving **~\$1.6M annually** and freeing **~3 hours/day** in workforce capacity. Promoted to Lead Consultant from Sr. Consultant.
- **Go-to-Market:** Managed end-to-end **SaaS analytics launches**; delivered 3 weeks ahead of schedule and boosted adoption by **40%** through tailored enablement programmes.
- **User Research:** Conducted **behavioural analysis** using chat logs, intent reviews, and targeted interviews to improve chatbot accuracy and onboarding experience.
- **Delivery Excellence:** Defined **sprint planning, release readiness**, and QA processes, improving execution predictability and stakeholder confidence.

- **Growth:** Launched a cross-marketing + chatbot platform, growing **DAU from 1.5K to 4K** with **20% MoM growth** sustained over five months.
- **Experimentation:** Led **beta programmes** and analysed **A/B tests** to align feature delivery with North-Star metrics and improve conversion rates.
- **Monetisation:** Designed a **visual chatbot builder** for non-technical users, converting **50%+ freemium users to paid** plans.
- **Quality:** Implemented structured **QA cycles** within **WIT.ai and Dialogflow** to validate and fine-tune chatbot flows, improving conversational agent performance.

Packt Publishing | Content Development Editor

Mumbai | Sep 2016 – Apr 2018

- **Program Management:** Led **15–20 IT book projects** (Python, DevOps, Cloud), coordinated **50+ authors**, and maintained a **95% on-time publication rate**.
- **Cross-functional Delivery:** Directed editorial and production workflows, aligning milestones across technical reviewers, designers, and marketing teams.
- **Process Improvement:** Built **progress dashboards** to surface throughput bottlenecks, reducing peer-review and design-stage delays.

SKILLS

Product Craft: Product Strategy, Discovery & User Research, Roadmapping, PRD & Specs Writing, Prioritisation (RICE, Impact-Effort), Backlog Management, Sprint & Release Planning, A/B Testing & Experimentation, OKRs & KPIs, Go-To-Market, Customer Interviews

Technical & AI: GenAI/LLMs, Agent Orchestration, Prompt Engineering, AI Evals, RAG, MCP, LangChain, LangGraph, Mem0, Vector Databases, REST APIs, API Gateway, Workflow Automation, Python, SQL, AWS, GCP, Azure

Leadership: Cross-Functional Team Leadership, Enterprise Stakeholder Management, Scrum & Agile Delivery, Risk Management, Negotiation, Mentoring & Coaching

Tools: JIRA, Linear, ClickUp, Confluence, Notion, Figma, Miro, Whimsical, Mixpanel, Google Analytics, HubSpot, Salesforce, Postman, Swagger, n8n, Langflow, Langfuse

CERTIFICATIONS

UX Foundations: Research (LinkedIn) · AI for Product Managers (Xplainerr) · Data-Driven Product Management (LinkedIn)

EDUCATION

Bachelor of Engineering | University of Mumbai · 8.03 CGPA · 2016