

VIKAS TIWARI

Lead AI Product Manager | Agentic AI, RAG & Platform Products

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SUMMARY

Lead AI Product Manager with 10+ years of experience building and scaling B2B SaaS, platform, and GenAI products from 0→1 to growth. Proven success leading cross-functional teams across product, engineering, data science, and design to ship agentic AI workflows, RAG-powered experiences, model evaluation frameworks, and enterprise platforms. Deep expertise in LLMs, APIs, MLOps, experimentation, AI evaluations, and Human-in-the-Loop (HITL) systems.

EXPERIENCE

Trinka AI | Senior Product Manager (Dec 2025 – June 2026)

Privacy-first AI writing assistance and academic integrity platform for enterprise and publishing workflows.

- Owned product strategy and delivery across Trinka Cloud, Desktop, and AI/ML platform, leading a 20+ member cross-functional team across 4 concurrent product lines.
- Defined vision and led a 5-member team to deploy agentic AI workflows (Playwright browser automation, multi-agent translation pipelines, end-to-end HITL controls) built on MCPs, n8n, self-hosted LLMs, and RAGflow.
- Built a 4-engine proof-checking agent (Python, GPT-5.1, Qwen 3 VL vision, spaCy NER) executing 77 editorial rules with parallel LLM dispatch and native PDF annotation, reducing proofing time from hours to ~20 seconds.
- Defined evaluation frameworks and acceptance criteria for in-house grammar correction (GEC) and AI content detection (AICD) models in partnership with the DS team.
- Mentored 4 junior PMs on PRD writing, stakeholder alignment, and execution discipline across groomings, sprint planning, and release ceremonies.

HowNow | Product Manager (Jun 2022 – Oct 2025)

AI-powered learning and skills platform for enterprises.

- Shipped an AI-powered Skills Profile using RAG and vector databases, achieving 80% adoption in month one among power users with sustained 90-day engagement.
- Reduced enterprise time-to-value by 75% (12 weeks → 3 weeks) by redesigning onboarding flows and eliminating manual handoffs.
- Established AI innovation division; deployed self-hosted LLMs (Llama, DeepSeek) and an open-source agent stack (LangChain, Langfuse, Langflow, n8n) to reduce inference costs and vendor lock-in.
- Standardized a 40K+ item taxonomy using AI embeddings and cosine similarity, boosting categorization accuracy and content discoverability.
- Established 6-12 month roadmap planning cadences and prioritization matrices, delivering 85% on-time delivery across 25+ feature launches.
- Standardized PRD workflows incorporating AI assessment criteria, multilingual localization, and accessibility compliance checks.

NDS Global | Lead Consultant (Jan 2020 – Jun 2022)

Digital transformation and enterprise SaaS consulting firm serving global organizations.

- Shipped an enterprise chatbot platform for 100K+ users, achieving 90% adoption in 4 months via Dialogflow/QnA Maker tuning and change management campaigns.
- Built an onboarding automation system saving ~\$1.6M annually and saving ~3 hours/day in workforce capacity.
- Managed SaaS analytics product launches 3 weeks ahead of schedule, boosting adoption by 40% through targeted enablement programs.
- Conducted user behavior analysis using chat logs and intent reviews to optimize chatbot accuracy and sprint delivery predictability.

Selekt | Business Analyst (Nov 2018 – Jan 2020)

Customer engagement and chatbot platform focused on conversational growth workflows.

- Launched cross-marketing + chatbot platform growing DAU from 1.5K to 4K (20% MoM growth over 5 months).
- Led beta programs and analyzed A/B tests to improve key funnel metrics, increasing conversion rates by 40%.
- Designed visual chatbot builder for non-technical users, converting 50%+ freemium users to paid plans.

Packt | Content Development Editor (Sep 2016 – Apr 2018)

Global technical publishing company focused on developer and data science learning content.

- Managed 15–20 technical book projects (Python, DevOps, Cloud), coordinating 50+ authors with a 95% on-time publication rate.
- Built editorial progress dashboards to reduce peer-review bottlenecks and cross-functional delays.

SKILLS

- **AI & GenAI Products:** Agentic AI, Agent Orchestration, Human-in-the-Loop (HITL), RAG, AI Evals, Prompt Engineering, Model Evaluation, AI Productization
- **Platforms & Architecture:** APIs, MCP, LangChain, LangGraph, Hermes, n8n, Vector Databases, Workflow Automation, MLOps, Cloud (AWS/GCP/Azure)
- **Data & Analytics:** SQL, Experimentation, KPIs, A/B Testing, Embeddings, Evaluation Frameworks
- **Product Leadership:** Cross-functional Leadership, Stakeholder Management, Roadmap Strategy, Prioritization Frameworks

CERTIFICATIONS

- **IBM AI Product Manager Professional Certificate** – Coursera (2026)
- **Google AI Professional Certificate** – Coursera (2026)
- **IBM RAG and Agentic AI Certificate** – Coursera (2026)

EDUCATION

Bachelor of Engineering | University of Mumbai (2016) | CGPA: 8.03/10