

Ankush Kumar

+91-9560283111 | asambyal23@gmail.com | [linkedin.com/in/ankushkumar23](https://www.linkedin.com/in/ankushkumar23) | Bengaluru, India | Open to Remote

SUMMARY

Senior Product Manager with 12 years building B2B SaaS in regulated, high-stakes industries: govtech, energy, and healthcare. Spent the last four years on AI, taking an enterprise assistant from a single hard-coded use case to a modular agent platform (chunking, embedding, retrieval, evals) that shipped new use cases in 5 weeks instead of 14. Worked the full loop, from customer discovery and roadmap bets through launch and the metrics that proved the bet worked. Unlocked \$2M in revenue and a 30% engagement lift on a 500K+ user platform, with every AI workflow cleared through FedRAMP and GDPR-grade audits.

EXPERIENCE

Senior Product Manager, AI Platforms - Granicus (B2B SaaS, GovTech) Nov 2021 – Present
Responsible AI scaled from 0 to 40+ customers and counting on Bengaluru (Reomte), India

- Optimized AI use-case launch time from 14 weeks to 5 by modularising the AI agent (GXA) into reusable chunking, embedding, and access-flow components.
- Pitched and shipped centralised SSO after discovery flagged sign-in friction as the top adoption blocker, unlocking \$2M in incremental revenue.
- Owined the AI roadmap for the Customer Data Platform, turning 30+ enterprise customer interviews into bets that lifted engagement 30% across 500K+ users.
- Killed a fine-tuning track after evals showed retrieval drove 80% of failures, redirecting the squad to reranking and lifting containment from 20% to 41%.
- Redesigned customer service routing across CRM, messaging, and knowledge-base surfaces, cutting manual ops 30% and resolution time from 3 week to 2 week.
- Defined the consent, access-control, and audit-logging model for AI workflows, making the assistant sellable into FedRAMP and GDPR-bound enterprise accounts.
- Built the AI quality framework tracking retrieval accuracy, deflection, and adoption, the org's first shared definition of a working AI feature.

Associate Product Manager - Maropost (Marketing Automation) Jun 2020 – Oct 2021
Grew ARR \$3M through 12 growth experiments Punjab, India

- Grew ARR by \$3M in a single quarter by running 12 A/B tests across onboarding and pricing, lifting signup-to-paid conversion 35%.
- Shipped a conversational engagement product from concept to GA for 50K+ SMB customers, driving 30% more interactions and 15% less support volume.
- Rebuilt PLG onboarding after 20+ discovery interviews, lifting activation and CSAT 60%.
- Sequenced the roadmap across 3 squads, turning customer and sales signal into prioritised bets and cutting sprint carry-over 25%.

Product Analyst - RxAdvance PBM India (Healthcare, HIPAA) Apr 2019 – Jun 2020
Lifted patient engagement 30% on HIPAA platform Noida, India

- Lifted patient engagement 30% and renewals 20% by scoping a patient monitoring product around third-party risk-scoring models.
- Delivered 5 features across 2 squads in 6 months on a HIPAA-regulated stack, with addressing all audit findings on data governance.
- Uncovered workflow gaps through discovery with care managers and payers across 3 accounts, resequencing the roadmap around real clinician needs.

Product Analyst - OATI (Enterprise Energy & Utility SaaS) May 2016 – Apr 2019
Held 90% retention across 200+ enterprise accounts Mohali, India

- Sustained 90% logo retention across 200+ US utility accounts by turning NPS signal into roadmap input across 5 releases, lifting CSAT 50%.
- Productised enterprise onboarding into a standard configuration flow, shortening time-to-go-live 20% and support tickets 30%.
- Translated compliance mandates into shippable roadmap scope for a regulated energy SaaS suite, across 3 engineering pods.

Associate Analyst - Google (via Binary Semantics Ltd)

Mar 2014 – May 2016

Drove Scrum transition, 40% velocity gain

Gurugram, India

- Accelerated delivery velocity 40% and time-to-ship 30% by moving a 30-person team from waterfall to Scrum.
- Mined user behaviour data to surface content quality signals, formalised into guidelines adopted by a 200+ person org.

SKILLS

AI Product: LLM & Agent Architecture, RAG Pipeline (Chunking, Embedding, Retrieval, HSNW, Hybrid Search, SAC, Scraping), Agent Modularisation, Prompt & Workflow Design, Evals for AI, Responsible AI, AI Security

Product Craft: Product Discovery, Roadmapping, PRD Writing, RICE Prioritisation, Trade-off Decisions, Backlog Ownership, User Stories, GTM, Stakeholder Alignment

Analytics & Experimentation: A/B Testing, Cohort Analysis, Funnel & Retention Metrics, OKR-linked Metrics, Matomo, Google Analytics, SQL (basic)

Platform & Integration: Modular Component Architecture, Widget-Based Design, REST APIs, Webhooks, System Integrations, Jira, Confluence

Compliance & Trust: FedRAMP, GDPR, HIPAA, Audit Readiness, Data Residency, Consent & Access Governance

EDUCATION

B.Tech, Electrical & Electronics Engineering

2007 – 2011

SSCET, Pathankot (Punjab technical University)

CERTIFICATIONS

Certified Scrum Product Owner (CSPO)

Completed | [12 2023]

AI & Agility Certification

Completed | [10 2024]

AI Security Certification

Completed | [11 2025]

FedRAMP & Cloud Compliance Training

Completed | [03 2026]