

Raghunandan S G

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PROFILE SUMMARY

Product Manager with **11+ years across engineering, customer success, and product**, including **4+ years in PM roles and 2 years as a co-founder**. Experience spans the full product lifecycle from **user research and discovery to 0 to 1 product launches**, data-driven experimentation, and **scaling to enterprise**. Hands-on in building **AI systems** using **RAG, Knowledge Graphs, and LLM-powered applications** with **evaluation frameworks** that ensure production quality.

CORE COMPETENCIES

 AI Product Strategy & Vision	 Risk & Responsible AI	 Evaluation & Quality frameworks
 RAG & Knowledge Graph	 User Research & Problem Discovery	 Data Driven Decision Making
 Inference Cost Optimization & Hallucination Mitigation	 Cross Functional Stakeholder Management	 Platform Scaling & Ecosystem Expansion

SKILLS

- ❖ **AI & Machine Learning:** LLMs, RAG, Knowledge Graphs, Memory, Evaluation Frameworks, Agents, Generative AI, Agentic Workflows, Model Cost, Accuracy and Latency Tradeoffs, Predictive Modelling, Classification
- ❖ **Data & Analytics:** Golden Dataset curation, Cohort Analysis, Product Instrumentation, Event Tracking, Funnel Optimization
- ❖ **Platforms & Technologies:** AWS Bedrock, Vector Databases Vsts, Share Point, Confluence, Cursor, Lovable, Pendo, MixPanel
- ❖ **Product & Delivery:** PRD, Roadmapping, Security & Compliance, Sprint Management, User Story, MVP's, Prioritization, Stakeholder Communication, Voice of the Customer, UX Design

CERTIFICATIONS & EDUCATION

 AI Strategy - Reforge(2026)
 AI Foundations for Product Managers – Reforge (May 2025)
 Retention & Engagement – Reforge (Mar 2024)
 B.Tech. in Information Technology – Amrita School of Engineering 2009

WORK EXPERIENCE

Aurigo Software Technologies, Bangalore | Associate Product Manager 2 | Jun'24 - Present

Enterprise SaaS for Government & Infrastructure | Owned Lumina, an AI platform- \$700k ARR

- ❖ **Enterprise RAG & Search:** Architected enterprise search enabling users to query 100k+ documents via conversational AI. Integrated RAG with Knowledge Graph for contextual, relationship-aware retrieval. **Reduced information discovery time from 7h to <2h/week.**
- ❖ **Conversational Data Co-Pilot:** Shipped a **natural language interface** that lets users ask questions like "show me projects over budget in my portfolio" and get instant answers from live databases. Built on a Text-to-SQL agent spanning 300+ tables with an LLM orchestration layer for **intent classification, schema selection, and self-validation**. Reduced report generation from days to minutes, enabling teams to build charts and comparisons on-demand, **cutting decision turnaround from 1 week to 48 hours.**
- ❖ **Predictive Analytics:** Delivered budget prediction & risk manager that proactively surfaces problems before they escalate. Uses historical data to predict budget overruns, schedule delays, and project risks with AI-generated explanations. **75% accuracy. Enables teams to intervene before issues impact budget & schedule.**
- ❖ **Enterprise Connectors:** Architected SharePoint and Confluence connectors. Indexed and unified content across multiple knowledge repositories using OpenSearch and AWS Bedrock, enabling natural language Q&A over organizational knowledge.
- ❖ **AI Governance & Evaluation:** Instituted 'No-Eval, No-Release' policy. All Gen AI features must pass golden dataset evaluation before shipping. This built enough trust with government customers that they expanded AI usage from 1 module to 4.
- ❖ **Platform & GTM:** Transformed single customer request into scalable platform integration. Aligned Product, Sales, and Services. Shipped across 4 customers, featured in 10+ proposals, cutting custom dev by 80%.

Vision Labs, Bangalore | Product Manager | Jan'23 - Jun'24

Superrpets - Consumer Platform (0 to 1 Launch)

- ❖ Conducted 100+ user interactions to evaluate product market fit.
- ❖ Shipped full platform (profiles, health records, service discovery, adoption workflows).
- ❖ Used Webflow + Xano low-code stack reducing engineering effort by 70%.
- ❖ Scaled to 800+ users and 150 paying customers.

- ❖ Instrumented activation funnel via Mixpanel..
- ❖ Improved activation by 25% through retention driver analysis.

EEfind - Local Commerce Marketplace

- ❖ Led execution of marketplace connecting consumers to local retail stores.
- ❖ Delivered 4 feature releases (store discovery, listings, order management).
- ❖ Managed sprints and shipped Android app on schedule.
- ❖ Built 50+ tracked events for growth and experimentation.

Lead School, Pune | Product Manager I | May'21 - Jan'23

- ❖ **Smart Report Card:** Conducted user research with teachers and principals to identify reporting pain points. Launched automated report generation for 20,000+ teachers. **Reduced teacher prep time by 60%, drove 30% retention lift, became key sales differentiator.**
- ❖ **Teacher Performance:** Redesigned evaluation module with correlation logic linking teacher and student performance. Drove 20% improvement in both metrics, increasing parent satisfaction and school admissions.
- ❖ **Resource Utilization:** Built dashboard tracking resource usage by school, teacher, and class. Enabled principals to intervene with low-usage teachers. 30% increase in engagement.



EARLY CAREER

Customer Success (Multiple Brands) | Jun'18 - Apr'21

- ❖ Managed 130 accounts (INR 4Cr portfolio) with 94% retention and 32% increase in renewal rates. Built user personas from patterns across accounts that directly informed product roadmap decisions. Mentored school leaders and teachers on product adoption.

Flow, Bangalore | Co-Founder | March'16 - May'18

- ❖ Co-founded experiential learning platform for K-8 student development. Conducted 100+ school visits to discover teacher and student needs. Built a knowledge platform aggregating student insights from multiple sources into a single view. Acquired 8 B2B accounts, scaled to 2,400+ students and 115 teachers. 3X revenue in under 1 year.

Dragonfly, Independent consultant Hong kong | Educator | Feb'14 - Feb' 16

VTIGER CRM, Bangalore | Developer | Jun'10 - Mar' 13

- ❖ Built migration framework enabling 400+ ERP/CRM migrations. Led CRM implementation across verticals, working directly with customers to understand business needs.



PERSONAL DETAILS

Date of Birth: 9th March 1986 | Languages Known: English, Kannada | Address: Bangalore, India