

Raghunandan S G

Product Manager

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SUMMARY

Product Manager leveraging a 12-year diverse background across B2B SaaS and vertical markets. I specialize in moving products from static data to active intelligence, using knowledge graphs and context aware insights to solve real user problems. I bring a data backed approach to product discovery, helping enterprise teams work faster.

SKILLS

AI & Platform Intelligence: Generative AI(LLMs), Retrieval-Augmented Generation (RAG), Agentic Workflows, Knowledge Graphs, Chain of Thought (CoT) Prompting, Evaluation & Benchmarking (Accuracy/Hallucination), Context-Aware Systems, Natural Language to SQL (Text-to-SQL).

Product Management: Product Strategy, PRD, User Research, Jobs to be done (JTBD), Product Quality, Cross-Functional Team Management.

Data Analytics & User Insight: Product Analytics, Cohort Analysis, Instrumentation, Feature Adoption, Retention, User Research

Customer & UX: Customer Insight, Voice of the customer, UX Design, Product Analytics, Cohort & Retention Analysis, User Research & Synthesis, Feature Adoption Tracking, Voice of the Customer

Strategy & Influence: Strategic impact, Business outcome ownership, Product Vision & Roadmapping, Stakeholder Management

WORK EXPERIENCE

APM 2

Jun '24 — Present

Aurigo Software Technologies

Bengaluru, India

Defined & shaped Lumina, an enterprise GenAI platform with four core products: Document Search, Database Search, Budget Prediction, and Risk Manager — generating **\$700K ARR** from enterprise customers.

- **Work AI & Enterprise Search (RAG)**
 - **Context-Aware Information Retrieval:** Enabled natural language querying across **3M+ enterprise documents** by implementing a **RAG architecture** integrated with **Knowledge Graph aware retrieval**. Reduced average employee information retrieval time from **7 hours to <1 hour per week**.
 - **Contextual Intelligence:** Defined the logic for a "**Project Scoping**" engine that automatically filters retrieval based on the user's active project context and historical activity; improved answer accuracy to **80%** by eliminating irrelevant cross-project noise.
 - **Performance Optimization:** Directed the implementation of a **caching layer** that reduced latency by **87% (from 40s to <5s)**
- **Database Search (Structured Data & Intelligence)**
 - **Natural Language to Data:** Delivered a **Text-to-SQL agent** that automates the generation and execution of SQL queries from natural language prompts, enabled non-technical users to query live application databases directly, reducing dependency on manual analyst reporting by **30%**.
 - **Intelligent Orchestration:** Designed the logic for an **LLM orchestration layer** that classifies user intent, identifies the correct data schema, and self-validates results before display to ensure accuracy across 600+ database tables.
 - **Governance & Security:** Established strict enterprise security requirements, including **row-level and column-level access controls** across 600+ database tables, ensuring the AI model strictly adheres to existing organizational permissions.
- **AI Evaluation**
 - **Golden Datasets:** Built custom evaluation datasets to bench test **RAG retrieval, response faithfulness, and SQL accuracy**, establishing the first quantitative quality standards for the platform.
 - **Failure Analysis & Optimization:** Led iterative "test-and-fix" cycles to refine prompts and retrieval logic; successfully pushed **accuracy to >80%** and reduced **hallucinations to <5%**.
 - **Release Benchmarks:** Instituted a "**No-Eval, No-Release**" policy, requiring all AI features to pass automated quality gates before deployment to ensure enterprise-grade reliability.
- **Budget Prediction & Risk Manager (Predictive Analytics)**
 - Identified customer pain point (projects frequently over budget/schedule) and shaped it into a **predictive analytics product** that flags at risk projects with **75% accuracy**, enabling proactive intervention before cost overruns occur and quantifiably improving productivity for portfolio managers.
 - Delivered **Risk Manager** combining ML based risk scoring with AI generated explanations, showing *why* a project is flagged and suggesting mitigations based on historical patterns, supporting faster executive decision.

Product Manager

Jan '23 — Jun '24

Vision Labs

Bengaluru

Led Zero to One' Development with a Team of 4 Developers and 2 UX designers, pioneering new solutions in Pet Tech and Super App Projects for Key Stakeholders.

- **Superrpets-** <https://www.superrpets.com/>
 - Conducted **180+ user research interactions** to validate product-market fit; translated insights into roadmap priorities, driving "Pet Routines" feature from discovery to development with a proven track record of delivering results.
 - Launched low-code MVP (Webflow + Wized + Xano), reducing engineering effort by **70%** and accelerating launch by **3 months**, showcasing ownership and productivity gains in an early-stage environment.
 - Shipped core platform: pet profiles, health records, ownership management, service discovery, and adoption workflows, embedding data-driven intelligence into user flows to improve activation.
 - Instrumented activation funnel in Mixpanel (correlation, PPV, NPV analysis) to identify retention drivers and inform backlog prioritization, demonstrating analytical leadership and measurable results.
- **EEFIND -** <https://www.eefind.com/>
 - Defined product requirements and drove development of EEfind, a marketplace connecting retail stores and service providers with consumers, delivering an Android app that supported Sales and Marketing discovery use cases.
 - Aligned stakeholders on product vision and priorities, translating business needs into **4 feature releases** across store discovery, listings, and consumer experience, coordinating closely with go-to-market partners.
 - Led cross-functional collaboration with engineering and UI/UX teams, owning roadmap planning and sprint execution to deliver features on schedule, demonstrating leadership and a proven track record.
 - Created **event tracking dictionary (50+ events)** to instrument user behavior, enabling segmentation and cohort analysis for future product and growth decisions, and building a foundation for onboarding and engagement experiments.

Product Manager I

May '21 — Jan '23

Lead School

Pune

Owned product development for a SaaS platform serving **2,400+ schools**, improving administration, teacher effectiveness, and student outcomes.

- Launched **Smart Report Card** feature that reduced report preparation effort by **60%**, giving **20,000+ teachers** more time for instruction and measurable weekly productivity gains.
- Enhanced **Teacher Performance** module, driving **20% performance improvement** across **25,000 teachers** through better goal tracking and feedback loops, delivering results at enterprise scale.
- Built resource usage dashboard to surface adoption gaps, increasing teacher engagement with platform tools by **30%** and informing targeted onboarding interventions.
- Applied segmentation analysis to diagnose English level allocation issues, shipping a fix that reduced related support tickets by **70%**, demonstrating analytical leadership.
- Automated critical admin tasks (reporting, analysis), improving school coverage by **47%** and reducing hiring needs by **32%**, enabling cost savings and scalability for organization and contributing to the future of work in education.

Co-Founder

Feb '16 — May '18

Flow

Bengaluru, India

- Co-founded Flow to transform K–8 education by enhancing problem-solving and experiential learning for 2,400+ students and 115 teachers.
- Drove 3X revenue growth and built strong B2B partnerships.
- Increased revenues by 3X in under a year, achieving consistent quarterly growth.
- Catalysed 8+ B2B accounts, expanding Flow to enrich problem-solving and experiential learning for 2,400 students and 115 teachers, partnering with Sales and Marketing to drive adoption.
- GTM, product-market fit, market research, benchmarking study, vendor management, client handling Led a 5-member Flow team, standardizing teaching methods and materials to ensure consistent educational quality, demonstrating leadership and a proven track record in delivering results.

Developer

Bengaluru, India

VTIGER CRM

Led Zero to One' Development with a Team of 4 Developers and 2 UX designers, pioneering new solutions in Pet Tech and Super App Projects for Key Stakeholders.

- At Vtiger CRM, I developed a PHP migration framework facilitating over 400 migrations and resolved 100+ bugs, enhancing both revenue and system reliability while contributing to team productivity. Developed a PHP migration framework to streamline data transfer from various ERP and CRM systems into vtiger CRM, achieving over 400 successful migrations. Designed and implemented solutions for 100+ different product bugs. CRM implementation and training for various verticals. Creating detailed functional and technical documentation of the features developed. Customer Success at various Brands Managed an average 4 cr portfolio, driving product implementation and retention, alongside successful upsell and cross-sell implementation, in close collaboration with Sales and Marketing. Xseed (2018, Jun

Customer Success At various brands

Xseed (2018, Jun - 2019, Dec):Spearheaded a 32% increase in renewal rates through the strategic implementation of educational programs by managing a team of 3. Mentored 75 teachers in adopting XSEED methodologies, directly enhancing student engagement and performance. Led resource planning and operational strategies to improve regional account management and growth.

LeadSchool (2019, Dec-2021, April): Developed user personas that informed product teams, creating more tailored user journeys. Mentored 16 school leaders and 135 teachers to leverage product insights for improved educational outcomes, achieving a 94% retention rate across 130 accounts by driving strategies that elevated student performance to 82%.

Dragonfly, Hong Kong(2014, Feb - 2016, Jan): Designed and led 75 Social-Emotional Learning (SEL) programs for K-10 students, utilizing outdoor education to achieve targeted learning outcomes. Created 30 lesson plans focused on SEL.

EDUCATION

BTECH in INFORMATION TECHNOLOGY, Amrita University

2009

Reforge - AI Foundations

Reforge - Retention & Engagement

Reforge - AI Product Startegy

CERTIFICATIONS

Social Emotional Learning (SEL) programs, Dragonfly Hong Kong

Feb '14