

VRISHANK GUPTA

AI Product Manager · Software Engineer turned PM · ISB PGP Co'24 · NSIT Computer Engineering

hello@vrishankgupta.in · +91 91366 66425 · Sarita Vihar, New Delhi · linkedin.com/in/vrishank-gupta · github.com/Vrishank-Gupta

SUMMARY

Software engineer turned AI product manager, building products at the intersection of AI, technology and customer experience. I pair hands-on technical depth with product strategy to ship Generative AI, LLM-powered and enterprise SaaS products: AI chatbot platforms, conversational AI, AI agents and RAG solutions that deflect tickets, automate operations and create measurable business impact. Led roadmaps for AI platforms powering 320+ chatbot journeys across 40+ SKUs, delivered LLM-powered conversational analytics, intelligent routing engines and AI-driven review analytics — cutting resolution time by 23 hours, field visits by 48% and inbound calls by 26%.

EXPERIENCE

Product Manager — Hero Electronix

Gurugram, India · Jul 2025 – Present

- Built the AI self-service chatbot that became the primary support channel — 58% of monthly tickets deflected, inbound calls down 26%.
- Shipped 320+ chatbot flows across 40+ SKUs for self-troubleshooting and feature guidance.
- Integrated CRM with real-time device telemetry and ticketing: TAT down 23 hrs, field visits down 48%, device replacements down 31%.
- Launched an LLM-powered analytics interface over MySQL — leadership queries operational metrics without BI dependency.
- Ran POCs with 8 conversational-AI vendors; drove 4 hands-on LLM enablement sessions with engineering.
- Shipped AI alerts on cameras and video doorbells (person detection, intruder alerts, motion intelligence); built in-house Amazon-review AI analytics pipeline consumed by CXOs.

Product Manager — Darwinbox

Hyderabad, India · Apr 2024 – Jul 2025

- Unified chatbot backend across web, mobile, MS Teams and Slack; blended LLM response engine merging intents, FAQs and policy search.
- AI rules engine for automated ticket classification and routing — improved first-response SLAs; intelligent routing drove 3 upsells worth ₹23 Lakhs.
- AI FAQ generator trained on historical tickets; led company-wide POC of MCP-server architecture for real-time client communication.
- 8 enterprise demos, 7 pilots and a webinar with 44+ clients → 17 qualified leads.
- Surveys & Engagement: unified survey UX converted 12 paid clients; Moments-based surveys closed 3 more; attrition-risk and manager-performance dashboards; confidentiality work lifted adoption 23%.

Member of Technical Staff 2 — Adobe

Noida, India · Jan 2022 – Apr 2023

- Document Cloud division: backend APIs serving PDF operations to developers worldwide.
- Built the Power Automate connector for PDF Accessibility — Spot Award for cross-organisation collaboration with Microsoft.
- Built a backend microservice from scratch powering try-it-out UIs for Adobe's API catalog; mentored developers across domains.

Software Development Engineer — Flipkart

Bengaluru, India · Jun 2021 – Jan 2022

- e2e-planner team managing shipment flow across Ekart's supply chain at Big Billion Days scale,
- Multi-Pickup-for-Sellers → 3% increase in D2 speed for NFBF shipments. Java, Spring Boot, MySQL, Grafana.

Software Engineer — MakeMyTrip

Gurugram, India · Jul 2020 – Jun 2021

- Hotels & Locus backend microservices (Spring, Node.js, MongoDB); Elasticsearch pipeline for Hotels Autosuggest.
- Migrated architecture to support Arabic for GCC countries on MakeMyTrip.

Product Engineering Intern — Publicis Sapient

Gurgaon, India · May 2019 – Jul 2019

- Web dashboard aggregating JIRA, Bitbucket, Jenkins and Zephyr into a near-real-time view of the dev pipeline.

Software Engineering Intern — NITI Aayog (NIC)

New Delhi, India · Jun 2017 – Jul 2017

- Built the official national submission website for Atal Tinkering Labs under the Atal Innovations Mission.

EDUCATION

Indian School of Business — PGP (MBA), Marketing & Strategy double majors · 2023 – 2024

Netaji Subhas Institute of Technology — B.E. Computer Engineering · 2016 – 2020

SKILLS

AI/ML: GenAI & LLMs · RAG · Conversational AI · AI Agents · Neural Networks · MCP Architecture · Model & Vendor Evaluation

Product: Roadmapping · 0→1 · Experimentation & Data · Customer Research · Analytics · GTM & Demos

Engineering: Java · Spring Boot · Node.js · MySQL · MongoDB · Elasticsearch · Microservices · Git · Grafana

HONORS & CERTIFICATIONS

Smart India Hackathon Finalist (2019) · WRLDS Hackathon, Singapore · Ace Alliance (Flipkart) · Spot Award (Adobe)

Neural Networks and Deep Learning · Improving Deep Neural Networks: Hyperparameter Tuning, Regularization & Optimization · Brand and Product Management · Managing the Company of the Future · Marketing in a Digital World