Abhinav Piyush

Product Manager | Agentic AI & LLM Products | IIM Bangalore MBA '26

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Product Manager with nearly three years of experience across product management, consulting and site reliability engineering. Experienced in taking AI products from discovery to launch by working closely with users, engineers and designers, and in measuring what ships through evals and usage data. IIM Bangalore MBA with an engineer's eye for reliability and cost.

PROFESSIONAL EXPERIENCE

Product Manager - VMock **Apr 2026 – Dec 2026**

Gurugram, India

B2B2C career-readiness platform for universities; own 0-to-1 GenAI products from PRDs and acceptance criteria to launch.

- **Launched** a **multi-agent voice AI case-interview coach** (TTS/STT) from wireframes to release, driving **100+** practice sessions.
- **Drove** the shift of the **complete interviews module** from SaaS to a **conversational AI copilot**, owning PRDs, scope and release.
- **Deployed** an **AI guesstimate coach** (form and chat modes) at **2** colleges, leading the college rollout and student onboarding; **70+** practice sessions so far, with **2** more colleges in pilot.
- **Defined LLM evals** with human review and guardrails for **3+** AI products on **10+** benchmarks, tracked in Langfuse.
- **Shipped 3** improvements across **2** releases by synthesizing user feedback, client calls and **6** months of JIRA data (**20+** issues).
- **Revamping** the interviews offering and building a **metrics dashboard** (usage, errors, funnel drop-offs, bugs) across products.
- **Authored the PRD** and prototyped a **group-discussion simulator** where AI agents join students on Zoom; in progress.

Digital Strategy Intern - PwC India **Apr 2025 – May 2025**

Gurugram, India

GenAI knowledge assistant for internal teams and an AI-enabled process redesign for a hospital client; earned PPO.

- **Redesigned** a hospital's **OP/IP discharge flow** via day-in-the-life (DILO) analysis with **8+** stakeholders, defining a streamlined workflow with **3** vendor-led automations and **2** AI-enabled processes for a projected **40%** faster turnaround.
- **Saved** an est. **15+ hours/month** of proposal research for senior leaders by choosing **Microsoft Copilot over a custom RAG build** (cost, easy adoption) and shipping a SharePoint knowledge assistant in **two weeks**.
- **Improved** answer accuracy by about **25%** on a **50**-pair eval set across **11** use cases through **30+** prompt and retrieval test cycles.

Programmer Analyst (Site Reliability Engineer) - Cognizant **Sep 2021 – Jun 2023**

Gurugram, India

Grew from application support into SRE, owning reliability, automation and incident resolution for enterprise applications.

- **Led** the **SRE transformation** of **4+** applications after senior-team attrition, automating operations with Ansible and Bash: **$10K+/year** saved and a **15%** operations-efficiency lift (more tickets resolved, faster).
- **Cut** recurring incidents by **40%** via root-cause analysis of **15+** repeat issues and **5+** new Dynatrace/Splunk dashboards.
- **Sustained 99.5%+** uptime across **200+** on-prem servers through patching, security hardening and **50+** deployments.
- **Trained 3+** teams on load-balancer and DB failover via a disaster-recovery demo and runbooks, saving **100+** hours.

PROJECTS

- **Portfolio Website (*abhinavpiyush.in*):** Built with Claude Code and Codex; deployed via GitHub and Vercel.
- **AI Automation Suite (n8n):** Built **6+** automations with tool-calling agents (e.g. email summaries) and a Pinecone RAG pipeline.
- **AI Travel Planner (Streamlit):** Shipped a live AI itinerary app end-to-end via vibe coding: prompts, generation logic and UI.

EDUCATION

MBA (PGP)	Indian Institute of Management, Bangalore	2024 – 2026	**3.01 / 4.00**
B. Tech (EEE)	Vellore Institute of Technology, Vellore	2017 – 2021	**8.69 / 10**

SKILLS

AI Product: Agentic AI & multi-agent orchestration, RAG, human-in-the-loop LLM evals & model evaluation, Generative AI, tool calling, prompt & context engineering, voice AI (TTS/STT), cost-latency trade-offs, AI observability, guardrails & Responsible AI

Product Management: Product strategy & roadmap, MVP, PRDs, prioritization, user research, success metrics & KPIs, product analytics & funnels, A/B testing, Agile/Scrum, go-to-market, cross-functional collaboration & stakeholder management

Tools: SQL, Langfuse, JIRA, Google Analytics, n8n, Pinecone, Streamlit, Figma Make, Lovable, Zoom SDK, Claude Code, Cursor, Codex, LLM APIs (OpenAI, Claude, Gemini)