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AI PRODUCT MANAGER | LLM PRODUCTS | TOOL-USE & MODEL CAPABILITIES | CONSUMER AI

10+ years in Product Management

across Visa (Risk & Fraud), Walmart (Payments), NetApp, and others. Expertise in AI/LLM product development: RAG, tool-use, agentic AI, LLM orchestration, prompt design, model evaluation, and consumer-facing product experiences. Hands-on with LLM APIs, embeddings, vector databases, and context window management.

Hands-on AI/LLM product builder with agentic AI experience.

At Visa, shipped an AI agent for fraud investigation (RAG, LLM orchestration, tool-use) on a platform processing 4.2B+ txns/year. Built autonomous anomaly detection workflows. Contributed to Visa's enterprise agentic AI strategy (VIC). Hands-on with LLM APIs, prompt design, model evaluation, and production experimentation.

Cross-functional leader in fast-paced environments.

Led 30+ person teams (Data Science, Engineering, Research, Compliance) to ship AI products at global scale. Built evaluation frameworks, managed production experiments, drove data-driven roadmap decisions, and briefed C-level leadership. Track record of defining ambiguous product areas and executing with multi-disciplinary teams.

EXPERIENCE

Visa, Foster City/Austin, USA

July 2023 – Present

Product Manager – Global Data Team (Global Risk & Fraud)

- **AI agent for fraud investigation (0→1):** Defined product vision and shipped an AI agent on Visa's fraud data platform from discovery to production. The agent used RAG-based retrieval, LLM orchestration (tool invocation, prompt design, context window management), and human-in-the-loop safeguards to autonomously query fraud intelligence, surface insights, and assist analyst workflows. Reduced investigation and query resolution time by ~30%.
- **Prototyping & model quality:** Prototyped approaches by steering language models across fraud investigation scenarios to improve response quality and factuality. Iterated on prompt strategies, evaluated model outputs against curated datasets, and shipped improvements based on evidence from production usage patterns.
- **Evaluation & experimentation:** Built measurable evaluation frameworks with relevant datasets to track quality, relevance, and safety. Worked with data scientists and language engineers to deploy and manage experiments in production, driving continuous improvement in LLM-powered agent experiences.
- **Autonomous anomaly detection (ML-powered):** Shipped ML-powered autonomous workflows that monitor transaction patterns, detect anomalies, and trigger escalation to fraud operations and law enforcement without manual intervention — an agentic system that perceives, decides, and acts in near-real-time. Cut case closure time by ~50% and false positives by ~35%.
- **Agentic AI strategy (VIC):** Contributed to Visa's enterprise agentic AI initiative (VIC) as the fraud data SSOT product owner — defined requirements for how autonomous agents should consume, query, and act on fraud intelligence, including data freshness SLAs, trust boundaries, access controls, and governance guardrails for agent-driven decisioning at scale.
- **Responsible AI & model refinement:** Partnered closely with Visa's Advanced Analytics (VAA) team to refine fraud detection data models — evaluating synthetic data generation techniques (differential privacy, data augmentation) for model training on sensitive data, enabling compliant experimentation without exposing PII.
- **Fraud data platform (SSOT):** Owned Visa's core fraud data platform end-to-end (4.2B+ annual transactions, 50+ global partners) on AWS — the single source of truth powering real-time decisioning, inference, agent tool-use, and downstream ML systems including embeddings and vector-based retrieval.
- **0→1 data signal launch:** Identified a critical data gap — declined authorizations (35% of volume) were invisible to downstream models and agents. Launched a new data signal expanding coverage from 65% → 94%, reducing false declines by ~40%. Scaled a global reporting program to 92% adoption in 6 months.
- **Cross-functional leadership:** Led 30+ person team across engineering, data science, research, legal, and compliance. Owned project status end-to-end, proactively identified risks, and ensured timely delivery. Authored PRDs and API specs used by 30+ enterprise clients. Briefed executive leadership on product strategy.

NetApp, Raleigh, NC, USA

May 2022 – April 2023

Product Manager – Product Security / StorageGRID

- **Product discovery & requirements:** Led user research across 10+ teams to define requirements for analytics platforms serving enterprise stakeholders — defining ambiguous product areas and building structured roadmaps.
- **Data-driven dashboards & evaluation:** Designed executive-facing analytics dashboards that surfaced key performance insights, directly shaping roadmap priorities and product positioning. Built measurable evaluation criteria for feature effectiveness.
- **GTM and enablement:** Built go-to-market frameworks with product marketing, created sales enablement content, and simplified feature positioning for enterprise buyers.
- **Adoption & experimentation:** Drove 60% increase in internal tooling adoption through A/B-tested UX improvements and iterative user feedback loops. Deployed experiments that measurably improved engagement.

CommScope, Inc, Bengaluru, Karnataka, India

September 2020 – July 2021

Principal Software Engineer / Technical Lead

- **Cloud platform delivery:** Owned product and technical delivery for Ruckus One Cloud (GCP-hosted): drove requirements, architecture tradeoffs, and release management for enterprise cloud network management.
- **Scalability & reliability:** Led cross-geo platform transfer; maintained stability and release velocity for 6+ months. Resolved production-impacting issues and drove cloud infrastructure tradeoffs.
- **Team leadership:** Built and led 10+ person engineering team. Aligned US, Israel, and India stakeholders on roadmap, prioritization, and platform quality.

SIXT Research and Development, Bengaluru, Karnataka, India

April 2018 – May 2020

Product Owner / Lead Engineer

- Delivered transactional features for a SaaS commerce platform, balancing system reliability, data integrity, and operational readiness across international markets.
- Owned product-owner responsibilities: facilitated backlog prioritization, sprint planning, and release coordination with cross-functional teams.

Directi, Bengaluru, Karnataka, India

March 2016 – March 2018

Product Quality Strategist

- Built QA strategy that cut post-release critical defects by 60% and accelerated releases from monthly to bi-weekly. Increased automated test coverage from 45% to 85% across 3 product lines.
- Conducted 30+ user behavioral interviews with UX researchers—4 findings adopted directly into product roadmap, influencing priorities for 2 consecutive quarters.

Flipkart/Walmart, Bengaluru, Karnataka, India

January 2013 – February 2016

Software Development Engineer

- Core contributor to Flipkart's first payment gateway and fraud detection system (Pay Zippy), processing 500K+ daily transactions. Built the platform infrastructure and defined fraud detection rules powering real-time transaction scoring and ML-based classification.
- Defined PCI-DSS compliance requirements and authorization logic: foundational experience in building platforms for ML-powered detection systems and consumer-facing product development.

OPEN-SOURCE AI PROJECTS

- **agenttrust-gateway:** Built a decisioning and governance platform for enterprise AI agents (Python, OpenAI API) — enforcing trust policies, access controls, and safety guardrails for agentic AI systems. github.com/vijetabhatia/agenttrust-gateway
- **AI-PM-JobHunter:** Built an LLM-powered automation toolkit using OpenAI APIs for intelligent job matching, resume tailoring, and auto-apply workflows. github.com/vijetabhatia/AI-PM-JobHunter
- **pmcraft:** Built an open-source PM interview communication trainer with gamified progress tracking — frameworks, drills, and scoring in a single-file web app. github.com/vijetabhatia/pmcraft

SKILLS

AI & LLM Products: LLM APIs (OpenAI, Anthropic, Azure OpenAI), Retrieval-Augmented Generation (RAG), Semantic Search, Embeddings, Vector Databases, Tool-Use & Tool Building, Agentic AI, LLM Orchestration (LangChain, LangGraph), Model Context Protocol (MCP), Prompt Design & Engineering, Context Window Management, Model Evaluation & Benchmarking, Human-in-the-Loop Design, Responsible AI, Synthetic Data Generation, Conversational AI Interfaces, MLOps Pipelines

Product Management: Technical Product Management, Product Vision & Strategy, 0→1 Launches, Ambiguous Product Area Definition, Full Product Lifecycle (Discovery → Deployment → Monitoring), PRDs, Roadmaps, Agile/Scrum, KPI Frameworks, A/B Testing & Experimentation, Production Experiment Management, Executive Communication, Consumer Product Experience

Data Platforms & ML Infrastructure: Data Platform Architecture, ML Pipelines, Data Quality Frameworks, ETL/Data Transformation, Pipeline Monitoring, AWS (S3, EMR, Spark), GCP, ElasticSearch

Evaluation & Quality: Measurable Evaluation Frameworks, Response Quality Assessment, Factuality & Safety Evaluation, Dataset Curation, Relevance & Engagement Metrics, Continuous Improvement

Financial Services & Compliance: Fraud & Risk Platforms, PCI-DSS, Privacy & Data Protection, KYC/AML, Data Governance, Regulatory Compliance

Documentation & Enablement: API Design & Specifications, Partner Integration Guides, Sales Enablement, GTM Frameworks, Technical Marketing Content

Analytics & Tooling: Power BI, Tableau, Hadoop, SQL, Data Visualization, Adoption Metrics, Figma

EDUCATION

North Carolina State University, Raleigh, NC

August 2021 – May 2023

Master of Business Administration (STEM MBA) – Innovation, Marketing, Management & Business Analytics. Coursework: Predictive Analytics, Statistical Methods, Data-Driven Decision Making, Experiment Design.

Product School, USA

February 2023 – May 2023

Product Management Certification

Guru Nanak Dev University, Amritsar, Punjab, India

Bachelor's Degree in Technology (B.Tech)