

Senior Product Manager | AI/ML @Scale | Jio Platforms Limited | ISB'23 | +91-6300463644 | [linkedin.com/in/srijaharshika](https://www.linkedin.com/in/srijaharshika)

Product Leader with 6+ yrs of exp, **building GenAI and ML products** across Cloud, Telecom, and FinTech domains. Built and scaled customer-focused AI solutions to **400M+ users, driving ~\$XXXM impact**. Combines product thinking, customer empathy, program ownership, strategic execution, and cross-functional collaboration to deliver business outcomes.

EDUCATION

Indian School of Business | MBA (Majors: Strategy & Leadership, Marketing) | **GRE:332 (99%thile)** Apr'22 – Mar'23

Gained business acumen through strategy and tech coursework; Strengthened product and program skills via projects and leadership roles

- **National Finalist** (16/8.5k) **Accenture Strategy**: Awarded PPI, developed a deduplication model for leakages in LPG subsidies by **50% (~\$864M)**
- **Core Team, PM Club**: Led Product Conclave (1k+ footfall) with 12 sessions across PM skills in strategy, execution, scaling, and stakeholder management
- **PM Club, ISB Leadership Summit**: Spearheaded team to arrange **14 prominent speakers from diverse backgrounds**, 1000+ footfall

Osmania University | B.Tech in Computer Science and Engineering Jul'14 - May'18

Built a strong foundation in computer science, nurturing problem-solving skills and sparking interest in building scalable, tech-driven product innovations

- **Published review paper in Springer 2020**; "Fourth Industrial Revolution and its Impact on Humans" - FICTA2020; **average acceptance 20%**

WORK EXPERIENCE

6 Years

Jio Platforms Limited | Senior Product Manager | Jio AI Division Aug'23 – Present

Driving **GenAI platform and annotation strategy** for Jio's agentic AI assistant—powering multimodal orchestration, RAG infra, and model-ready data pipelines across telecom (JioPC), finance (JFS), and AI-led brand engagement, within a **~450M+ user ecosystem**

Skills: Product Strategy, Roadmap, 0→1 Delivery, Stakeholder Management, Experimentation & Metrics, GenAI Platform (LLM, RAG, Agentic Assistance, Annotation QA & Evaluation Frameworks, Multimodal AI, GCP Vertex AI, Gemini API, LangChain

AI Assistant & Platform – JioPC

- Designed and scaled JIA agentic chatbot across 20M+ JioPCs to handle onboarding, Linux queries, doc generation—achieving 58K+ WAUs
 - >Deployed Gemini + LangChain-based **RAG workflows** on 100GB+ corpus, **improving accuracy** by 35% and deflecting 50% of support load
 - >Consolidated siloed assistants into a **unified GenAI agent**, cutting duplicate queries by 60% and **lifting NPS by 22%**
 - >Drove **LLM ops, labelling QA, and hallucination guardrails**, cutting **false positives** by 70% and enabling safe responses across 5 core use cases
- Shipped **NER and topic extraction pipelines** across 15TB+ of enterprise documents, improving **semantic document search** precision by 48%
- Defined full-stack GenAI **costing for JIA**; optimized LLM, storage, and infra layers to enable scalable, **cost-efficient rollout** across 20M+ devices
- Conducted **InfoSec and AppSec reviews** for JIA's architecture, ensuring RBAC compliance, secure prompt handling, and safe LLM-agent orchestration.
- Defined **evaluation sets** for JIA chatbot spanning **150+ intents** and edge cases; institutionalized accuracy, latency, and hallucination metrics across releases.

FinTech Intelligence – Jio Financial Services

- Productized **credit decisioning model** using Jio telco and behavioural data, achieving **18% lift in loan approvals** across 3M+ prospects
- Built real-time **fraud + wealth propensity scoring models**—powering efficient targeting for 1.5M+ leads with **38% lower acquisition risk**
- Launched real-time **recommendation engine** for offers and coupons, **improving CTR by 15%** and driving \$1.7M QoQ revenue uplift

Brand Engagement – JioEngage

- Launched **AI-led brand engagement** ("Selfie with Celebrity") via CV pipelines; **boosting session time by 26%** and **retention by 30%**
- Executed **gamified IPL campaigns** for Coca-Cola, Nestlé, and HUL on JioCinema; **boosting engagement by 42%** and session time by 31%

Cross-Functional Leadership & Strategy

- Orchestrated **GenAI roadmap** across Telco, BFSI, and Media, driving KPIs, OKRs, and GTM plans with SVPs and pricing leads
- Led **6+ pods** across **Engg, DS, Design, and Compliance** to ship **LLM-powered products** at scale (450M+ users)
- Scaled stakeholder rituals (PRDs, async reviews, trust guardrails) to **accelerate delivery velocity** across AI features by **40% QoQ**

Cyient | Technical lead | GIS Division

Aug'18 – Mar'22

~4 years' experience leading global, cross-functional teams to deliver **GIS solutions** and automation in a client-facing role

Skills: Product Design, Python, Agile Delivery, Python, SQL, JIRA, PRD & Wireframing, QA Automation, GIS & Telecom Platforms

Awards & Recognition

- Fast-tracked to **Tech Lead in 2 years** (vs 4 yrs avg); won 3× Bronze Awards and D&I Champion title (top 0.1% of 10K+ employees)
- Selected as **youngest team member** to present product roadmap and delivery strategy to senior executives (2 yrs exp vs 5 yrs avg)
- Trained 50+ engineers on Python-based frameworks (PyQT, ROBOT), cutting delivery time by 40% across QA pipelines

Product Development and Management

- Led a team of 5 towards the successful launch of **Cyient's first Network Planning and Optimization commercial product**
- Reduced Quality Assurance time by 30% for features by developing plug-and-play reusable frameworks for sub-teams to control quality
- Strategized design and deployment of extensive **network solutions** for a leading service provider in the UK(2) and US (3) with **1L+ subscribers**
 - >Led Sprint to define 50+ user stories, design 10+ initial wireframes, feature prioritization, maximize user satisfaction,& product testing
 - >End-to-end ownership: Achieved a **25% reduction in defect resolution time** by spearheading a team of 7 stakeholders to drive root cause analysis
- Led **ISO27001 readiness** across 5+ projects by establishing test coverage benchmarks and QA documentation standards
- Led team's product release activities for 18 Service Packs and 3 major releases with 100% intime delivery and industry compliance

EXTRA-CURRICULAR ACTIVITIES

- Mentoring B-school students on case competitions, product thinking, and deck storytelling; guided 10+ teams for PM & consulting challenges
- Passionate about vibe coding; exploring aesthetic frontends and minimalist UI/UX as side projects and weekend hacks
- Ex-professional performer in Andhra Natyam; represented at 10+ cultural festivals (Natyotsav, Natyatarangini) with 1000+ audience size
- Volunteering with **Tadastu NGO** since 2019; coached 50+ underprivileged students in academic subjects and life skills