

RANJITH DVL

AI Product Manager · Full-Stack Background · Agentic AI & Gamification

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PROFILE

AI Product Manager with 5+ years spanning full-stack engineering (Wipro) and digital product leadership (Jio Platforms, FanPlay IoT, Zemoso Labs). Owns the full product lifecycle for Agentic AI platforms from 0→1 discovery and PRD authoring through customer pilots with a consistent record of reducing MTTR, defect rates, and user drop-off while winning buy-in from enterprise customers. Comfortable shipping in Agile environments at startup and FAANG-scale velocity.

WORK EXPERIENCE

[Zemoso Labs](#) · AI Product Manager – *Agentic AI Platform for SRE Alert Mgmt. (US Client)* Aug 2025 – Present

- Secured buy-in from **2 enterprise customers** and progressed 1 to paid Pilot PoC deployment, validating product-market fit for a 0→1 Agentic AI platform targeting SRE teams.
- Defined the end-to-end golden path for the platform, cutting resolution time by designing an evidence-backed hypothesis workflow with **5 Worker Agents**.
- Authored PRDs and user journey maps for **8 core features** — AI RCA, alert prioritization, LLM chatbot, Human-in-the-Loop refinement, and Execute/Raise-Ticket flows, reducing scope ambiguity and post-sprint rework.
- Shipped a **0-defect customer demo** by leading structured edge-case testing sprints, closing all critical gaps before each external stakeholder showcase.
- Automated Jira-to-Spreadsheet progress tracking with **Claude Code + n8n**, eliminating ~3 hrs/week of manual client reporting overhead.

[Jio Platforms Ltd.](#) · Product Manager Intern – *Gamification & Strategy, MyJio* Jun 2024 – Jul 2024

- Identified a **15% user drop-off** through DAU/MAU/retention cohort analysis and presented a data-backed mitigation roadmap to senior PMs, directly influencing the MyJio engagement backlog.
- Benchmarked **4+ gamification platforms** and proposed LLM-based AI Chat integration for MyJio's Play&Win feature recommendation adopted for Phase 2 roadmap planning.
- Surfaced **20+ critical production bugs and 11 feature enhancements** through AI-assisted product audits, reducing post-launch incident risk.

[FanPlay IoT](#) · Product Manager Intern — *Sports-Tech & Product Lifecycle Ownership* Feb 2024 – May 2024

- Cut time-to-market by **15%** by introducing Agile sprint structure and phased feature releases for two simultaneous products (arena booking app + cricket gaming app) across a 5-person cross-functional team.
- Designed **ML-based player performance tracker** UX from scratch — user personas, wireframes, and data model — after conducting competitive analysis of 10+ sports apps.
- Drove **20% uplift in user acquisition** through a GTM campaign featuring athlete influencer Dinesh Karthik, pairing gamification mechanics with targeted social distribution.

[Wipro Technologies](#) · Product Engineer — *Python Full Stack* Sep 2020 – Jun 2023

Performance Engineering

- Slashed page latency by **89% (39s → 4s)** via database task automation, directly improving customer-facing experience for a global enterprise client.
- Reduced defect resolution wait time by **85%** through Auto Remediation of alarms, measurably improving CSAT scores.
- Decreased code complexity by **58%** by modularizing legacy Python monolith into reusable components, accelerating future feature delivery.

Scale & Recognition

- Engineered ML-driven server health monitoring, **preventing 180+ server downtimes** across production environments.
- Delivered **~20K lines of code, 140+ ticket resolutions, 24 enhancements** — earning an 18-month fast-track promotion
- Received **Extra Mile Award** for shipping 3 novel product features in 2 months; mentored 4 new joiners through onboarding.

SKILLS

AI / Agents	Agentic AI Platforms, LLM Integration, RAG, AI RCA Workflows, n8n Automation, Claude Code
Product	PRDs, Product Discovery (0→1), Roadmapping, UserStory Mapping, Feature Prioritization, GTM, UAT
Design & Collab	Figma (UI/UX, Prototyping), Miro, Canva, Jira, Azure DevOps, Agile / Scrum
Analytics	DAU/MAU/Retention Analysis, Funnel Analytics, Tableau, Power BI, Market Research
Engineering	Python (Django), PostgreSQL, MySQL, REST APIs, AWS, GCP, Docker, Jenkins, GitHub

EDUCATION

MBA — Leadership & Strategy, E-Commerce	2023 – 2025
BITSoM, BITS Pilani School of Management, Mumbai · CGPA: 3.44 / 4.0	
BTech — Electronics & Communication Engineering	2016 – 2020
Vellore Institute of Technology, Vellore · CGPA: 8.79 / 10	

AWARDS & CASE COMPETITIONS

Futureforce Case Challenge (Salesforce) — National Winner	2024
Conducted competitor analysis in the CRM market & developed a GTM strategy for India’s SMB segment.	
Bond With Pidilite (Pidilite) — National Finalist	2023
Repositioned Fevicol Relam with market trend analysis, projecting 30% lift in targeted ad conversion rates.	