

SAHIL DUA

Technical Product Manager | Core AI Platforms, Agentic Systems & Evaluation

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Technical PM with 5+ years building the shared systems that make AI products reliable at scale. Led retrieval, model-routing, benchmarking, evaluation, and HITL systems supporting 100K+ documents/month at 95%+ accuracy. Founded and sold an enterprise SaaS company and designed canonical data models that unified fragmented systems into reusable intelligence layers.

EXPERIENCE

Lead Product Manager | ProductSquads Technolabs Feb 2025 - Sep 2025

- Led product for an enterprise document intelligence platform processing **100K+ docs/month at 95%+ accuracy** and cutting **turnaround time by 70%**, delivering across 2 engineering pods and a 50-person review operations team.
- Designed model routing and confidence architecture that dynamically routed cases across automated processing and human review based on complexity and uncertainty, balancing accuracy, latency, cost, and automation.
- Analyzed long-tail extraction failures and replaced six planned format-specific parsers with a schema-driven retrieval architecture, turning new-variant onboarding into a config change and reviewer corrections into system-level quality loops.
- Built the offline and online evaluation system used to benchmark model quality and gate production releases, combining tenant-level golden datasets, a 50-person human annotation operation, LLM-as-judge scoring, confidence calibration, and production monitoring for accuracy and hallucination.

Founder and Product Lead | Clossphere Dec 2023 - Jan 2025

- Founded and exited an inventory intelligence SaaS through a technology sale, owning product strategy from discovery through scale and leading a 12-person cross-functional team to 1K+ users across 63 paying companies.
- Led **50+ customer discovery interviews** and identified fragmented ERP and inventory systems as the primary barrier to operational visibility, repositioning the product from ERP replacement to an ERP-agnostic intelligence layer.
- Designed the canonical data model and reconciliation layer that normalized inventory entities and records across Tally, Zoho, Vyapar, and customer systems, improving **inventory accuracy from 75% to 95%+**.
- Launched replenishment optimization that reduced **stockouts by 32%**, while native integrations and automated reconciliation cut onboarding from **6+ weeks to <7 days**.

Product Manager | Supreme Components International Aug 2023 - Dec 2023

- Built an NLP-powered enrichment and decisioning workflow across **8K+ RFQs/month**, combining intent classification, entity and part-number extraction, inventory matching, and quote routing to reduce in-stock turnaround from **18 hours to <1 hour**.
- Defined confidence tiers, price floors, escalation paths, and human overrides that enabled commercial adoption of the workflow, reducing out-of-stock RFQ turnaround from **15 days to <3 days**.

Product Manager | Filo Edtech Aug 2022 - Aug 2023

- Launched and scaled the US tutoring marketplace from zero to **120K users and \$1.5M ARR** in six months, on a global platform serving 3.3M+ users and 250K DAU.
- Rejected a lift-and-shift of India's matching logic and designed US-specific matching around tutor liquidity, subject, pricing dynamics, geography, and session intent, fulfilling **98% of requests in under 45 seconds** against a 60-second target.
- Identified UX friction across onboarding and session continuity through 100+ user interviews, funnel analysis, and cohort data; partnered with design and engineering to iterate user flows and ship improvements that increased **activation 35%**.

Product Analyst | KPMG Sep 2021 - Aug 2022

- Led product discovery and analytics initiatives for 15+ Fortune 500 and late-stage technology clients, translating workflow bottlenecks and user needs into product requirements, roadmap priorities, and launch decisions.

Assistant System Engineer | Tata Consultancy Services Feb 2021 - Sep 2021

- Built batch and streaming data pipelines for enterprise systems, with scheduling, backfills, retries, and idempotent processing.

SELECT PROJECT

[Rotten Tom-AI-toes](#) - Clinical AI Governance and Trust Scoring Framework

Designed and executed a benchmarking framework evaluating 17 AI models across six clinically grounded trust dimensions, establishing a comparative baseline for model reliability and governance in clinical AI use cases.

EDUCATION

University of Washington, Seattle, WA Sep 2025 - Aug 2026

Master of Science in Information Management, Product and Artificial Intelligence Specialization GPA: 3.76/4.0

Amity University, Noida, India Jul 2016 - Jun 2020

Bachelor of Technology, Computer Science and Engineering CGPA: 8.48/10.0

CORE SKILLS

AI Systems: Agentic Workflows, LLM/Agent Evals, RAG & Retrieval, Context Engineering, Model Routing, Guardrails
Product: AI Platform Strategy, Roadmaps & Prioritization, Product Discovery, 0 to 1 Products, Enterprise SaaS, GTM
Data & ML: NLP, Entity Extraction, Canonical Data Modeling, Confidence Calibration, Benchmarking & Experimentation
Technical: SQL, Python, API Design, System Design, Data Pipelines, Prototyping, Amplitude/Mixpanel, AWS/Azure
Certifications: Microsoft AI & ML Engineering Professional, Microsoft Azure Solutions Architect Expert (AZ-305)