

GANESH G

Product Manager | Customer Success with AI

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SUMMARY

Product Manager with 4+ years building Generative AI products for a Fortune 500 enterprise account — from first concept through production rollout and customer adoption. Coordinated a delivery program that grew from 30 to 275 engineers in 6 months, and represented technology delivery in CEO/CIO engagements across 4 countries. Two-time enterprise hackathon winner (2024, 2025) and two-time Star Performer, with a track record of rapid experimentation, structured evaluation, and driving cross-team adoption of new AI tooling.

CORE COMPETENCIES

Product Management: Product vision and roadmap, requirement discovery and translation, prioritization, lifecycle ownership from concept to production

Customer Success with AI: Driving adoption and enablement of AI products, translating user feedback into roadmap decisions, onboarding and supporting non-technical teams on new AI tooling

Stakeholder Management: CEO/CIO and executive engagement, international client pitches across 4 countries, cross-departmental alignment, communicating technical concepts to non-technical audiences

Generative AI: Azure AI Foundry, Gemini Enterprise, OpenAI and Claude APIs, multi-agent orchestration, MCP-based agent integration, Retrieval-Augmented Generation, model evaluation and confidence thresholds

Developer Productivity and Process Efficiency: AI-assisted development pipelines (GitHub Copilot, Claude, Figma Make), agentic test automation, internal AI operations tooling

Delivery: Agile delivery, program scaling, rapid prototyping, OWASP/CIS-aligned security baselines, Azure Document Intelligence, Logic Apps, PostgreSQL, Alation, Microsoft Purview

PROFESSIONAL EXPERIENCE

ITC Infotech | Bengaluru, India | Key Account: British American Tobacco (Fortune 500)

Lead Consultant

Sep 2025 – Present

- Own product delivery for Generative AI products across a global enterprise account, coordinating engineering, data, and business teams from concept through production rollout and adoption.
- Directed delivery of SARA, a six-agent vision-AI self-healing test automation system on Azure AI Foundry, reducing testing effort by 15% and improving overall workforce efficiency by 40%.
- Led Agri360, a multi-country agritech platform launched with a Brazil pilot serving 400 farmers and 150 field technicians, delivered through a fully AI-led pipeline (AI-generated mockups, AI-assisted development, automated first-level security review) with OWASP/CIS-aligned baselines.
- Owned product definition for DocuFlow, an Azure-based intelligent invoice-processing product built as an in-house alternative to OpenText, cutting annual platform licensing costs by 32%.
- Shipped an AI-assisted data-catalog integration bridging Alation to Microsoft Purview in 3 weeks following a licensing disruption, avoiding renewed license spend for 200+ users conducting new-product research.
- Built AI Ops agents on Azure AI Foundry to automate recurring workplace and office operations, improving day-to-day productivity across internal teams.
- Coordinated cross-functional alignment for a delivery program that scaled from 30 to 275 engineers in 6 months, and represented technology delivery in CEO/CIO pitches across the UK, Poland, Germany, and France.

Senior Associate IT Consultant

Sep 2023 – Sep 2025

- Won 2 enterprise hackathons: an AI assistant for IT ticket resolution (2024) and a retail intelligence and trade assistant covering supply-chain, route optimization, and store analysis (2025) — both advanced toward rollout with client sponsorship.
- Built an agentic Playwright-based testing tool that autonomously crawls every page of an application end-to-end and surfaces defects, cutting manual regression effort across release cycles.
- Recognized as Star Performer twice for delivery impact and client outcomes.

Associate IT Consultant

Sep 2021 – Sep 2023

- Delivered Opal, a unified monitoring dashboard product (PWA) for a major client — led initial product design, then owned stakeholder management through to go-live.
- Extended the same platform into follow-on products including advanced analytics for SKU management, supporting sales performance across multiple client markets.

EDUCATION

B.E., Computer Science | Visvesvaraya Technological University