KEERTTIK KUMAR

Product Manager | Enterprise Data & AI Products
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Available to join immediately

SUMMARY

SAFe POPM certified Product Manager with 8 years in enterprise technology and AI products. Took an AI SOC Copilot from 0 to 1 that doubled analyst throughput and frees 100+ analyst hours a week, with 89% active adoption. Launched 20+ data products since 2022 on an enterprise security platform serving 1,000+ users, from AI security posture to PCI DSS audit readiness, and led its Fabric migration. Portfolio: keerttik.in

CORE SKILLS

Product Management: Product Discovery, Problem Definition, Roadmapping, Prioritization, PRDs, User Stories, Acceptance Criteria, KPI Definition, Stakeholder Management, Executive Presentations, Agile/SAFe

AI Product: 0 to 1 Product Development, AI Copilots, Agentic AI, RAG, LLM Evaluation, Prompt Engineering, AI Guardrails, Human-in-the-Loop Design, AI Governance, Copilot Studio, AI-Assisted Prototyping

Platform & Tools: Microsoft Fabric, Power BI, SQL, Power Automate, Jira, Confluence, Figma

PROFESSIONAL EXPERIENCE

Senior Associate, Information Security (Product Manager), Amadeus *May 2022 - Oct 2026 | India*

- Found that hard alerts took analysts about a day each; took an AI SOC Copilot from 0 to 1 in Microsoft Copilot Studio, choosing a purpose-built product over the general enterprise Copilot to ground answers in alert context.
- Launched it in two releases: a RAG assistant grounded in approved playbooks (Jan 2026), then a TheHive integration (Mar 2026) so ~300 alerts a week flow directly to the agent. Defined the workflows, guardrails, failure-mode behavior and acceptance criteria with a developer, and validated it on 50 real historical alerts.
- Doubled analyst throughput from 4-5 to 10+ alerts a day and cut hard investigations from about a day to under 15 minutes, freeing 100+ analyst hours a week and letting the team absorb alert volume without new hires.
- Rolled it out to 44 analysts and managers globally and presented it to Business Owners and portfolio leadership at the PI System Demo, reaching 89% active adoption and 94% positive feedback. Moved it from Teams to a web app that shows its reasoning at each step after feedback it was slow and opaque; adoption held.
- Owned the analytics experience of an enterprise security and compliance platform serving 1,000+ users, from discovery and KPI definition to UX, delivery and UAT, launching 20+ data products since 2022, including:
  - **AI Security Posture:** built an inventory of every AI service in use, checked against AI Act policy and controls for network exposure, authentication, managed identity and runtime protection.
  - **PCI DSS:** partnered with the security architect to map findings, evidence gaps and Jira remediation to each requirement, moving audit readiness from individual to enterprise-level tracking.
  - **Business Impact Analysis:** added criticality, RTO/RPO, ownership and backup health to security findings so teams prioritize by business impact, not volume.
- Won buy-in for a Fabric migration that stakeholders feared would disrupt reporting by phasing it report by report with the CISO informed; migrated 30+ dataflows feeding 60+ reports and cut refresh from 6 hours to 2.
- Built the team's data QA and release framework, significantly reducing production bugs, and led a data model redesign that made dashboards ~80% faster. Trained 8 developers and interviewed 10+ hiring candidates.

Programmer Analyst (Power BI Lead), Cognizant *May 2021 - May 2022 | India*

- Led a team of 6 developers delivering enterprise KPI reporting products for a global retail client, from stakeholder discovery and requirements through development and delivery.
- Replaced manual reporting requests with self-service reporting, giving business users direct access to performance data.
- Translated business problems into analytical products with stakeholders and refined delivered solutions based on user feedback.

Software Engineer, CGI *Dec 2018 - Apr 2021 | India*

- Automated deployment workflows across 100+ enterprise sites, improving release consistency and reducing manual operational effort.
- Contributed across the full development lifecycle of enterprise reporting and automation projects, working with technical and business teams to deliver against agreed requirements and timelines.

SELECTED PRODUCT WORK

Maya (Voice AI Receptionist for Dental Clinics): Built a voice agent (Vapi, GPT-4o-mini, FastAPI) that books, reschedules and triages calls across 11 tools. Made urgent-case recall the north star over containment, required read-back before every booking, and tested it on a 28-scenario eval suite at under 1 second median latency.

Insight Copilot (AI Root-Cause Analysis for Security Dashboards): Proposed and wrote the PRD for a conversational layer that tells users what changed, why and where to investigate next; it progressed to a POC after solution architect review.

Late Shipment Exception Agent (Agentic AI for E-commerce Operations): Built a prototype agent that resolves delayed orders within cost and confidence limits and escalates the rest to human review.

Instamart Trust Hub (Product Strategy Case Study for Quick Commerce): Designed review verification for non-grocery items, modeling a -Rs 6 to +Rs 82 per-order shift and Rs 80-340 Cr GMV.

Investora (AI Assistant for Mutual Fund Research): Built a RAG assistant that gives cited mutual fund answers in 2-3 seconds, with hallucination guardrails. Stack: FastAPI, LangChain, Groq.

CERTIFICATION & EDUCATION

AI for Product Management, Pendo (with Google Cloud) (Oct 2026)
Certified AI-Empowered SAFe® Product Owner/Product Manager (POPM), Scaled Agile, Inc. (Nov 2025)
B.Tech, Computer Science, Techno India College of Technology (2014-2018)

THOUGHT LEADERSHIP

Published 20+ articles on Medium and LinkedIn covering AI product management, product strategy, trust systems and product teardowns.

Author of two LinkedIn series: AI PM Fundamentals (15 episodes on evaluation loops, failure modes, RAG, human-in-the-loop design, and agent protocols like MCP and A2A) and Product Teardowns (10 episodes on Blinkit, CRED, Zerodha, WhatsApp, Nykaa and others).