MANVENDRA KUMAR, MS, CSPO

TECHNICAL PRODUCT / PROGRAM MANAGER - FORWARD-DEPLOYED AI & WORKFLOW AUTOMATION

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PROFESSIONAL EXPERIENCE

Goldman Sachs - Salt Lake City, UT Nov 2026 - Present

Analyst - Prime Clearing Middle Office, Global Banking & Markets

Post-trade operations in Prime Clearing: trade breaks, allocations, fails, confirmations and settlement exceptions, coordinating with client service, trade support, asset servicing and settlements teams.

Discovery Analytics Inc. - Remote **January 2026 – October 2026**

Product Manager - Enterprise Analytics: Roadmaps, Stakeholder Requirements, UAT & Release Execution

- **Owned end-to-end delivery of 6 enterprise analytics releases in 9 months** for **15+ stakeholders**, **reducing reporting turnaround by 30%** through focused roadmap sequencing and cross-functional coordination.
- **Turned client and vendor workflows into PRDs, process maps, user stories and acceptance criteria**; **cut rework 25%**.
- **Automated Excel-based reporting across 3 business units**, **saving ~8 hours per week** and **improving data accuracy to 98%**.

Redo - Remote **October 2025 – January 2026**

Product Automation Analyst - AI Product Operations: Claims Automation, LLM Workflows, Human-in-the-Loop

A 0-to-1 LLM-assisted claims platform with human-in-the-loop decisions across USPS, UPS, FedEx and Amazon

- **Led discovery-to-launch for a claims automation platform** scaling to **500+ daily claims** and **1,000+ automated workflows weekly**, standardizing intake, routing and exception handling.
- **Converted USPS, UPS, FedEx and Amazon policies** into business rules, PRDs and test cases; partnered with engineering on **LLM-assisted routing, human-review safeguards and Datadog monitoring**.
- **A/B-tested prompts and instrumented SLA, escalation and automation-coverage metrics**, lifting **first-touch resolution 30%** and cutting **escalations 25%** and **manual operations 40%**.

Carat Industries Ltd. - Remote **February 2025 – September 2025**

Project Manager - Digital Transformation: Implementation, Stakeholder Alignment, Sequencing & UAT

- **Partnered with the founder to lead 3 digital transformation initiatives** with a **12-person team**, turning input from **10+ stakeholders** into backlogs, acceptance criteria and dependency plans.
- **Improved delivery timelines by 22%**, **reduced post-deployment rework by 35%**, and **removed $180K in annual overhead**.

Volvo Group - Hagerstown, MD **August 2024 – December 2024**

Digital Product Analyst - Internship: Manufacturing, Safety & Quality Analytics

- **Built Power Apps, Power Automate and Power BI workflows** on SharePoint and Microsoft Forms, increasing **data accuracy above 95%**, **shortening decision cycles by 40%**, and **reducing manual data entry by 30%**.
- **Drove adoption through change management**, building SOPs, workshops and AI-assisted learning that **improved process compliance by 30%**.

Mopshy AI & OnliGrow - Delhi, India **April 2020 – July 2023**

Co-Founder & Product Lead - AI Automation Platform & EdTech: 0-to-1 Strategy, Agentic Workflows, Growth

- **Productized an AI automation platform (agents + RAG)** for **20+ SMB clients**, automating **70% of sales operations**, **lifting lead conversion 60%** and **cutting CAC 45%**.
- **Co-founded OnliGrow, an EdTech startup**, owning product direction, customer discovery and funnel experiments; **grew users ~200%**.

AI PRODUCT PROJECTS (CURRENT, PART-TIME)

CareBow - AI Home-Care Platform **2025 – Current**

Founder & Product Lead - Web, iOS & Android: Care Booking, AI Health Triage, Family Safety

- **Shipped a Next.js 15 web platform and React Native iOS/Android apps** on one backend: **263 API routes**, a **53-model PostgreSQL/Prisma schema** and **60+ mobile screens** covering booking, payments and provider workflows.
- **Built "Ask CareBow" AI triage** with voice intake, **multi-model LLM routing (Claude, GPT, Gemini)**, eval fixtures and **human escalation** for higher-risk cases; **1,000+ waitlist**, **40+ partnership leads**.
- **Hardened for production** with **13 end-to-end scenario suites** (payments, privacy, provider credentialing), CI-gated builds, CodeQL and Sentry.

Mopshy AI - AI Automation Studio **2020 – Current**

Founder - Part-time since 2023: n8n & LLM Automation for SMBs

- **Built GrowthOS, a 16-agent growth system** on **n8n, Supabase and OpenAI** with human approval gates, integrating HubSpot, GA4 and Search Console; deliver **AI lead capture, CRM and follow-up automations** for SMB clients.

EDUCATION

University of Pittsburgh, Katz Graduate School of Business - MS - Management Information Systems; GPA 3.6 **2024**

University of Delhi, Hansraj College - BA - Economics, Finance & Entrepreneurship **2023**

PROFESSIONAL SKILLS

- **Product & Program:** Product strategy, roadmaps, discovery, PRDs, user stories, Agile/Scrum, UAT, OKRs/KPIs, release planning.
- **AI & Automation:** LLMs (Claude, GPT, Gemini), multi-model routing, evals, agents, RAG, human-in-the-loop, n8n.
- **Build & Data:** TypeScript, Next.js, React Native, Prisma, PostgreSQL, Supabase, SQL, Python, Power BI, Datadog, Salesforce.
- **Certifications & Honors:** "**CSPO**" - Scrum Alliance, **Super Analytics Challenge** Runner-Up (2024), Lovable Ambassador.