

Mihir Manohar

AI Product Manager & Strategist

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SUMMARY

AI Product Manager & Strategist with 5+ years of experience building scalable, data-driven digital products across GenAI, fintech, SaaS, and infrastructure. Experienced in product roadmapping, UX optimization, experimentation, Data-Driven Decision making, GTM strategy, agile execution, analytics, and financial modeling, with a strong record of leading cross-functional teams on large-scale initiatives.

PROFESSIONAL EXPERIENCE

GenAI Data & Product Operations, Centific, (Client: OpenAI) | New York, United States **Dec 2025 - Present**

- Owned early-stage **GenAI data operations** across initial training cycles, structuring and validating ~3,500–5,000 **high-quality labeled samples** supporting conversational, safety, and multilingual model use cases.
- Performed hands-on QA across **audio, video, and text modalities**, maintaining a **96% acceptance rate** for samples entering production pipelines while ensuring compliance with project standards.
- Identified recurring annotation ambiguities and edge cases, contributing to a **~15% reduction in rework and mis-labeled samples** through targeted feedback and guideline clarifications.
- Collaborated with Product and Engineering leadership in biweekly touchpoints**, surfacing recurring data gaps and behavioral edge cases that informed scenario design and improved **first-pass data readiness across 2 GenAI initiatives**.

Product Manager, Klarmix LLC | New York, United States **Mar 2025 - Present**

- Collaborated with engineering to design two core **reusable analytics platform services** that powered features across the **multi-product suite**, improving system-wide performance while enabling quicker delivery and reducing infrastructure duplication by 30%.
- Increased small-business profitability by 8% through cost-effective measures by implementing shared **AI-driven forecasting and pricing services** and designing them as platform capabilities via API and event driven analytics built on Amplitude.
- Conducted **40+ in-depth customer interviews** across SMB retail, logistics, and services to map pain points, driving four major product pivots and improvements in feature adoption through data-backed storytelling.
- Launched **A/B testing program** on key workflows and dashboard layouts, improving engagement time by 2.3x and reducing task abandonment by 28%, while creating repeatable experimentation playbooks for the broader team.
- Managed design teams to roll out a unified **Smart Dashboard** as a core internal tooling surface, cutting data retrieval time by 45%, driving 2x daily active usage among SMB users, and improving feature adoption across the platform.
- Spearheaded and **introduced integrations** with 4 third-party tools (Stripe, Star Micronics, Google Sheets, Google Tag Manager) expanding the ecosystem and increasing user happiness, adoption and task success metrics.

Strategy Associate, Citizens Commercial Bank | New York, United States **Sep 2024 - Feb 2025**

- Created **GTM & partnership strategy** for A2A payments, identified 5+ **fintech opportunities**, addressed business requirements and key pre-sales objections, and secured 100% pilot approval rate, leading to projected 15% increase in digital payment adoption.
- Developed GTM roadmaps grounded in market intelligence and cross-functional insights, applying **CB Insights** for benchmarking to uncover \$10M+ in potential revenue and accelerate planning timelines by 20% through evidence-based strategy formulation.
- Performed **margin analysis** and vendor benchmarking across **ACH, RTP, and Open Banking rails**; shortlisted two **high-ROI** potential partnership with 28% stronger projected returns and a 12% reduction in transaction costs.
- Led **end-to-end due diligence**, built cost-benefit and **ROI models** in **Excel/Tableau**, and aligned 6+ cross-functional teams; accelerated partner onboarding by 30% and lowered integration costs by 15%.
- Presented findings and **3-pillar strategic recommendations to C-level executives**, achieving **full executive buy-in** and securing \$5M+ in resource allocation for the new payment initiative.

Product Manager Intern, YABX | The Hague, Netherlands **Mar 2024 - Aug 2024**

- Redesigned micro-loan **workflows** using **behavioral insights** and predictive risk modeling (**Python, SQL**), increasing application completion by 12% and reducing default-risk exposure by 15%.
- Enhanced **PRDs** using **AI analytics** and Amplitude behavioral segmentation, enabling targeted feature launches that drove a 12% rise in new applications and an 8% increase in repeat loan usage.
- Ran **A/B experiments** on loan application steps via **Mixpanel**, optimizing form structure and sequence; reduced loan-journey time by 10%, lowering drop-offs by 9% and improving disbursement cycles.
- Tracked user drop-off points with Google Analytics and redesigned the loan **UX** in **Figma**, supported by user testing and **dashboard insights (Tableau, Looker)**; achieved stakeholder alignment, reduced abandonment by 18%, improved time-to-approval by 20%, and delivered a 100% on-time rollout.

Associate Consultant, M.D Architects & Consultants | Mumbai, India **Nov 2016 - Aug 2019**

- Managed budgeting and delivery for \$20M+ healthcare infrastructure projects using **Agile execution** and **data-driven planning**; improved delivery timelines by 18% and reduced rework by 12% through iterative stage-gate reviews.
- Executed cost-optimization strategies using **vendor analysis** and **Excel automations** (pivot tables, macros) supported by **MS Project** scheduling; delivered \$200K+ in savings and reduced budget variance by 10%.
- Built financial and **ROI models** and coordinated milestone execution using **GanttProject**; achieved 16% cost savings while improving milestone adherence by 22% across multi-phase construction programs.

EDUCATION

New York University - *Master of Science, Engineering Management (Product and Strategy)*

The Pennsylvania State University - *Bachelor of Science, Information Science and Risk Analytics (Risk and Integration Track)*

PROJECTS

TerraSentinel – Lead, GenAI Product Automation (NYU)

- Led product strategy, revenue modeling, and MVP definition for TerraSentinel’s full-stack AI/SaaS platform projecting revenue growth from \$26M to \$103M, enabling 15% yield lift, 30% spoilage reduction, <12-month payback, building scaling models, and aligning engineering, GTM, and investor narrative around a unified edge-to-cloud ML architecture.

SKILLS

Product Management & Strategy : Product Roadmapping, PRD Writing, GTM Strategy, Competitive Benchmarking, Agile/Scrum, OKRs,

Data & Analytics : SQL, Python (pandas), Excel (Pivot Tables, Macros), Tableau, Looker, Amplitude, Mixpanel, Google Analytics, CB Insights

UX & Design Tools : Figma, Miro, User Journey Mapping, A/B Testing, Behavioral Segmentation, UX Research & Wireframing

Tools & Platforms : Firebase, AWS, Shopify API, Stripe, GTM, Jira, Confluence, MS Project, Smartsheet, GanttProject

Business & Financial Modeling : Cost-Benefit Analysis, Margin Analysis, ROI Modeling, Vendor Benchmarking, Budget Optimization, Market Entry Frameworks

CERTIFICATIONS

Certified Scrum Product Owner – CSPO, McKinsey Forward Program – McKinsey & Company

ACHIEVEMENTS

VP Consulting Engagements & Finance, NYU Consulting Club **May 2023 - May 2025**

Led student and client-facing initiatives, mobilizing onboarding workshops on storytelling & PowerPoint (boosting cohort presentation outcomes by 25% and club engagement by 40%), while initiating a pro-bono consulting program managing teams of 6 consultants to deliver C-Suite level market entry strategies that drove 20% client growth.