

MIHIR MANOHAR

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PROFESSIONAL PROFILE

AI-native Product and Program Manager experienced in shipping products across GenAI, fintech, and SaaS in international environments. Hands-on with LLM pipelines, agentic workflow design, prompt engineering, and full product lifecycle ownership from 0→1 discovery through iterative delivery. Strong organizational and documentation discipline with a focus on quality, accuracy, and operational excellence.

RELEVANT WORK EXPERIENCE

Data Delivery Operations Program Manager | Centific | New York, NY | 12/2025 - 05/2026

- Drove end-to-end delivery of a GenAI training-data program spanning capture, QA, and delivery across 5 U.S. sites and 25 moderators, owning project plans, timelines, risk registers, and executive stakeholder communications in SharePoint and Confluence.
- Redefined the program's north-star metric to cost-per-accepted-data-point and shifted QA upstream to point-of-capture, cutting rework 32% and unit cost 21% while holding a 96% precision rate across 2,500+ validated samples.
- Built and shipped a prompt framework and moderator cue-card system that translated ambiguous LLM labeling guidelines into self-serve reference materials, reducing onboarding ramp time 20% and coordinator dependency 20% across 3 sites.
- Partnered cross-functionally with engineering, operations, and client-facing teams to define acceptance criteria and model-readiness thresholds, reducing mislabeled samples 15% and establishing responsible-AI guardrails adopted program-wide.
- Delivered weekly structured research on emerging GenAI data-collection patterns and annotation best practices, directly informing leadership prioritization decisions and driving customer adoption of new labeling workflows.

Product Manager | Klarmix | New York, NY | 03/2025 - 12/2025

- Scaled a 0→1 direct-ordering wedge to 20+ clients and \$20K retained commissions in year one and narrowed to 6 proposed modules to the single hard-ROI use case..
- Ran 40+ user discovery interviews and translated findings into PRDs, user stories, and acceptance criteria, driving 4 major pivots and killing 3 features for under \$500 in a single week via a concierge MVP before any engineering spend.
- Reframed success from features shipped → dollars retained per active merchant, defining the north-star metric and its activation/engagement/retention tree.
- Lifted engagement time 1.2x and cut task abandonment ~28% through repeatable A/B experimentation frameworks built on Amplitude behavioral segmentation.
- Shipped Stripe, Amplitude, and GTM integrations end-to-end with scoping requirements with engineering through partner onboarding, testing, and launch.

Product Manager | Yabx | Remote, The Hague, NL | 08/2023 - 07/2024

- Raised on-time repayment ~11% by shipping pre-due-date SMS reminders and a one-tap repayment journey, feeding cleaner behavioral signals into the credit risk model.
- Shipped the earned limit-growth loop (repay → higher limit) increasing repeat borrowing by roughly 8%.
- Cut loan-journey time around 10% through A/B experiments on application flows, delivering a full information-document redesign on schedule for multi-market users.

Associate Project Manager | M.D Architects | Mumbai, IN | 11/2016 - 08/2019

- Reviewed and evaluated vendor proposals across \$20M+ infrastructure engagements using structured Excel-based scoring models, assessing compliance, cost-fit, and delivery risk to recommend shortlisted vendors.
 - Coordinated infrastructure projects by implementing precise Phased Lifecycle methodology, improving resource allocation.
 - Communicated findings clearly to technical and non-technical stakeholders to inform prioritization decisions.
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SKILLS & CERTIFICATIONS

Product Vision, Strategy, and Roadmap Ownership | North-Star Metric and KPI Definition | ROI Modelling and Business Cases | User Discovery and Customer Interviews | PRDs, User Stories, and Acceptance Criteria | Backlog Prioritization | A/B Testing and Experimentation | Funnel Analysis | Data-Driven Decision Making | Cross-Functional | Stakeholder and Executive Communication | Agile and Scrum | Prompt Engineering | Agentic Workflow Design | Model Evaluation and Guardrails | Training Data Operations | Responsible AI | Partner Onboarding | Amplitude, Mixpanel, Jira, Confluence, Figma, Notion, Stripe, SQL | Claude, OpenAI, and Gemini APIs, n8n | CSPO Certified, CAPM Certified

EDUCATION

Master of Science in Engineering Management | New York University

Bachelor of Science in Information Science & Technology, Minor in Risk Analysis | Pennsylvania State University

Diploma in Mechanical Engineering | University of Pune