

Rahul Chaki

Senior Product Manager | Enterprise SaaS & Integrations | AI & Cloud Platforms
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SUMMARY

Senior Product Manager with 8+ years of experience building enterprise SaaS, AI-enabled, and cloud-native platforms. Hands-on experience designing and shipping LLM-powered workflows, multi-agent AI systems, and API-driven integration platforms. Built a 0→1 enterprise SaaS platform to \$10M+ ARR with deep integrations across cloud ecosystems. Strong technical foundation in API lifecycle management, AI/ML product development, and developer experience design. Experienced working with cross-functional engineering, design, and data science teams to deliver measurable platform adoption and productivity outcomes. Passionate about designing secure, enterprise-grade platforms that unlock deeper integration access and customer trust.

SKILLS & TOOLS

- **Product & Platform Leadership:** Product Strategy, API Product Ownership, Enterprise SaaS Platforms, Integration Experience Design, Roadmapping, Agile Execution, Cross-Functional Leadership
- **APIs & Integration Systems:** REST APIs, OAuth 2.0, SSO, Authentication & Authorization, Developer Portal, Error Handling Patterns, API Gateway, Governance, Observability, Health Monitoring, Data Sync Architectures
- **Customer & Market Focus:** Customer Discovery & VoC, Go-to-Market Strategy (GTM), User Journey Mapping & UX Design, Data-Driven Decision Making, Product Analytics & Adoption Metrics, Competitive Landscape Analysis
- **AI, SaaS & Emerging Tech:** AI Implementation, Prompt Engineering, Workflow Automation, Multi-Agent Workflows, RAG Pipelines, Rapid Prototyping (Cursor, Claude Code), Agent Orchestration, AI-Assisted PRDs
- **Data & Infrastructure:** Enterprise Data Pipelines, Structured Data Transformation, Cloud Applications, SQL, Data Modeling, Integration Reliability, System Monitoring

PROFESSIONAL EXPERIENCE

Avasant

Mar 2022 - Present

Senior Product Manager

1. Built and scaled an enterprise Source-to-Pay (S2P) and Contract Lifecycle Management (CLM) SaaS platform from 0→1, onboarding multiple global enterprise clients and generating \$10M+ ARR.
2. Defined multi-year product roadmap across contract authoring, SLA governance, invoicing workflows, and AI capabilities; authored PRDs, user stories, and acceptance criteria for engineering delivery.
3. Designed and shipped LLM-powered contract data extraction – built multi-agent AI workflow with structured output schemas, confidence thresholds, validation layers, and human-in-the-loop controls, improving workflow efficiency by 35% and reducing manual processing at scale.
4. Owned AI product strategy: evaluated ML model vs. LLM architecture trade-offs, pivoted technical approach when ML accuracy proved insufficient, redesigning on an agent-based LLM foundation – demonstrating ability to adapt product strategy to evolving AI landscape.
5. Led enterprise integration architecture design – secure API-based bidirectional sync with SAP, Salesforce, and ServiceNow – defining API contracts, authentication standards (OAuth 2.0, RBAC), and data reliability patterns.
6. Drove product adoption by 60% through in-app guidance, product analytics, telemetry-driven iteration, and UX improvements based on continuous customer feedback loops.
7. Conducted 80+ executive demos and customer workshops, supporting enterprise implementations and product expansion initiatives.
8. Led a global cross-functional team of 15+ engineers, designers, AI specialists, and delivery teams to deliver enterprise releases on schedule.

Achievements:

- Winner – Avasant MVP Award 2024 for driving product growth, and enterprise client success.
- Led client expansion initiative in Mexico for AvaSense, delivering adoption workshops and executive demos.

Tata Consultancy Services

Oct 2016 - May 2020

IT Analyst – Digital Integration & Cloud Solutions

- Designed and implemented enterprise API integrations for large-scale digital transformation programs using MuleSoft, Apigee, and IBM API Connect.
- Built REST APIs and middleware integrations connecting product catalogs, pricing engines, order management, billing systems, and CRM platforms.
- Defined API versioning, deprecation, and lifecycle governance standards ensuring backward compatibility across enterprise integrations.
- Led API and middleware integrations supporting end-to-end Order-to-Cash (O2C) workflows for a large-scale e-commerce platform.
- Integrated product catalog systems, pricing engines, quote validation logic, order management, billing triggers, and payment systems across ERP and CRM platforms.
- Migrated legacy middleware to API-first cloud architecture, improving transaction reliability by 40%.
- Ensured observability through logging frameworks, monitoring dashboards, and health-check endpoints.

Avasant

Aug 2021 - Nov 2021

Product Management Intern (PPO)

- Spearheaded design of a Third-Party Risk Management module as part of S2P operations.
- Gathered user feedback from 20+ client interviews and 5 SME sessions, enabling a data-driven product backlog that increased feature adoption by 25%.
- Produced detailed PRDs, UX wire-frames, and user flows, resulting in 100% on-time engineering hand-offs and improved alignment with product objectives.

MBAtrek Pvt. Ltd.

Apr 2021 - Jun 2021

Product Management Intern

- Designed a B2C consulting and training product with a projected revenue of ₹65L+ for FY 2021–22.
- Designed and prototyped 13 user journeys and authored detailed PRDs for engineering handoff.
- Created 5-year revenue, pricing, and acquisition models to evaluate long-term product-market fit and profitability.
- Led the end-to-end GTM strategy, including launch planning, release, and post-launch performance tracking.

EDUCATION

MBA

May 2020 - Mar 2022

SBM, NMIMS Mumbai

- CGPA: 3.47/4
- Secured a position in the coveted Dean's List of SBM, NMIMS Mumbai
- Top 10 D2C College Champion

BTech

Apr 2012 - Sep 2016

Heritage Institute of Technology, Kolkata

- Mechanical Engineering

ADDITIONAL INFORMATION

- **Certifications:**
 - Certified Scrum Product Owner (CSPO)
 - ServiceNow Certified System Administrator
 - KPMG certified Lean Six Sigma Green Belt.
- **Strengths & Soft Skills:** Strategic Thinking, Effective Communication & Collaboration, Problem Solving, Innovation Mindset, Team Building & Conflict Resolution, Adaptability & Continuous Learning