

Kartikay Dhar

+91 9997908993 dharkartikay@gmail.com Bengaluru in [Kartikay Dhar](#)

Director of Product, AI

SUMMARY

Director of Product with 12+ years of experience across QA, Software Engineering, Solution Architecture, and Product Management. Proven leader in building and scaling **AI-first and Generative AI platforms** from 0→1 and 1→n across enterprise and mid-market segments. Deep experience in **AI product strategy, LLM-powered systems, data platforms, personalization, and GTM enablement.** Led multi-team portfolios, managed Product Managers, partnered with Sales and Marketing leadership, and delivered measurable outcomes across **revenue growth, cost optimization, and enterprise adoption.**

Significant Achievements

- **Owned and scaled a multi-product AI portfolio**, including Agentforce(Salesforce), AI Signals, Ideal Customer Profiling (ICP), and Hyperpersonalized messaging supporting enterprise and mid-market GTM
- **Launched the first native Agentforce application on Salesforce**, driving customer adoption & strategic partnerships
- Led end-to-end development of OAuth enabled **MCP server** enabling AI agents to access Sprouts **450M+ contact and 40M+ account** database on Claude and OpenAI
- Operationalized **AI systems across 450M+ contact and 40M+ account** records, enabling large-scale discovery
- Improved the primary **customer North Star Metric by 25%** through AI-powered Signals, personalization, and ICP fitment
- **Reduced AI platform costs by 50%+** while improving model **accuracy by 25%** through a multi-LLM strategy, standardized evaluation frameworks, and production guardrails
- Led a distributed **product org across 4 pods, managing 5 Product Managers** and cross-functional teams
- **Drove enterprise expansion and retention across customers** including HP, Razorpay, and AON, helping secure Fortune 500 wins and drive a **4X ARR increase in under 12 months**
- **Partnered with executive leadership across Sales and Marketing** to define AI product strategy, investment priorities, and enterprise GTM alignment

KEY SKILLS

Product & Leadership:

Product Strategy & Vision, Portfolio & Roadmap Management, People Management & Org Design, Cross-Functional Leadership, Executive Stakeholder Management, GTM & Enterprise Enablement

AI & Data Platforms:

Generative AI & LLM, RAG, MCP, A2A, Recommendation Systems, AI Governance & Evaluation, Python, Node, Claude Code, Codex, Prompt Engineering, Tools, Langchain, LLM Eval and Pricing Strategy, Fine-tuning, Synthetic Data Creation

Enterprise & Technology:

Enterprise SaaS Platforms, Salesforce (Agentforce), OpenAI, Claude, Gemini, Gemma, Vertex, AWS, Azure, Data Pipelines, APIs

WORK EXPERIENCE

Director, Product - AI

Sep '24 - Present

Sprouts.ai

Bengaluru, IN

- Led **product strategy, roadmap planning, and execution** for a multi-product AI platform supporting enterprise sales and marketing workflows
- Owned **AI platform scalability, reliability, cost optimization, and governance** across LLM-based systems
- Managed and mentored **5 Product Managers**, driving execution across AI and Data Ops initiatives
- Partnered with **Sales, Marketing, Engineering, Data, and Leadership** to align AI capabilities with enterprise GTM needs

- Supported enterprise deal cycles through **solution positioning, roadmap alignment, and customer engagement**
- Established organization-wide standards and enablement for **AI-assisted development workflows**

Technical Product Manager Jan '24 - Sep '24

Cuvo Bengaluru, IN

- Released an industry leading RAG powered, multilingual chat assistant that reduced operational costs by up to **25% for 4 customers** by **reducing the L1 tickets by 75%**
- Defined the **product and pricing strategy** by conducting extensive **competitive and market analysis**
- Deployed an AI-enabled ticketing platform which reduced **MTTFR** for L2 tickets **by up to 20%**
- Authored **10+ PRDs** for the product to ensure effective communication between different teams

Solution Architect Dec '21 - Dec '23

Automation Anywhere Bengaluru, IN

- Shipped the AI fallback feature for the **Generative AI recorder package** for more than 50 customers
- Shipped the **A360 Validator [chrome extension](#)** to tackle a striking feature parity
- Delivered **5+ enhancement requests** focusing on improving CX & feature parity
- Conducted on-site process excellence consultations for **5+ enterprise customers** in the **Philippines**

Solution Architect Sep '19 - Dec '21

Hudson's Bay Company Bengaluru, IN

- **Setup the RPA COE team** and scaled the team from **3 members to +35 members**

Senior Developer May '18 - Aug '19

Hudson's Bay Company Bengaluru, IN

- Delivered **5+ projects** for our in house, open source RPA system using **Java**

Associate Apr '14 - Apr '18

Cognizant Technology Solutions Bengaluru, IN

- Built **50+ automation scripts** using Selenium & Java

EDUCATION

EPGD in International Business, IIFT, New Delhi Oct '21 - Mar '23

Masters in Computer Science, LJMU, Liverpool Nov '21 - Mar '22

PG Diploma in Software Development, IIIT, Bangalore Apr '19 - Jun '20

B.Tech in Electronics and Communication, UPTU, Lucknow Jul '09 - Jul '13
