

Avinash Kumar

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SUMMARY

Product Manager with expertise in SaaS, AI Applications, Conversational AI, and enterprise search. Proven ability to define product roadmaps, driving user engagement with data-backed decisions, and collaborate cross-functionally to deliver customer experiences.

WORK EXPERIENCE

Technical Skills: AI Agents, Enterprise Search, Connectors & Integrations, GenAI, Copilots, LLM, Figma, Jira, Looker Studio, SQL, Postman, APIs, User Research, Analytics, Lovable, Replit, Vercel, N8N, APIs, LLM Applications, Workflow Orchestration, RAG, Evals, Langfuse, Quick sight

Vibe Coding Projects: [ITSM Agent Notebook](#), [AI Observability Platform](#), [RAG based N8N Agent](#), [Chat & voice bot with web scraping](#)

Zenoti (<https://www.zenoti.com/>)

Aug 2026 – Present

Zenoti is a cloud platform for beauty, wellness, and fitness businesses, powering bookings, operations, and engagement.

Senior Product Manager, AI

Hyderabad, India

- **SmartBot (Conversational Booking Agent):** Led development of a RAG-based agentic bot that lets guests book and reschedule appointments over SMS and WhatsApp, generating \$X in revenue for customers. Introduced a Web Bot deployable on business websites so guests can complete bookings directly from the website chatbot.
- **SmartBot (Channels & Experience):** Enabled a **single number** for transactional SMS and SmartBot so context is retained across messages and the bot can be triggered at any point, removing the need for two numbers. Introduced **WhatsApp buttons** and list-style messages, improving the guest experience and booking conversion.
- **SmartBot (Analytics & Observability):** Introduced analytics covering the metrics needed to measure bot performance, and observability to debug whether the bot's answers are correct.
- **ZenChat (Employee Communication):** Led development of ZenChat, a Teams-like tool for spa and salon businesses with direct Zenoti context, reducing the time staff spend searching for information on WhatsApp. Introduced group-chat admin controls (add/remove members), keyword search across DMs and groups and across artifact types, and RBAC security roles and permissions for granular control.
- **Packaging (Lite & Pro):** Introduced Lite and Pro versions of the offering, increasing revenue by X%.

Workato (<https://www.workato.com/>)

July 2025 – July 2026

Workato is an enterprise automation platform enabling integration, workflow automation, and AI-driven orchestration.

Senior Product Manager, AI Apps

Hyderabad, India

- **Connectors (Enterprise Search - Workato Go):** Led development of connectors for the Enterprise Search product, including Google Docs, collaborating cross-functionally to ensure robust permission handling and seamless data access across sources.
- **AI Apps: Framework, Configuration & Upgrade-Safe Customization (0→1 Platform):** Leading development of a platform-level AI Apps framework that lets developers and customers build and distribute domain-specific applications (e.g., ITSM, Sales), reducing app development effort by ~40% and standardizing packaging of AI agents, workflows, and knowledge. Designed configuration and extension mechanisms that separate platform-owned logic from customer customizations, with extension points and configuration boundaries that preserve customer changes across upgrades, reducing reliance on bespoke implementations and improving deployment efficiency for FDE teams

DevRev (<https://devrev.ai/>)

April 2024 – July 2025

DevRev is an AI-native platform that unifies customer support, product development, and data-driven decision-making

Product Manager

Bangalore, India

- **Conversational Support AI Agent:** Improved RAGAS metrics like **Answering Rate (7%)** and **Correctness (4%)** by implementing a new **RAG** pipeline for chatbot. Manually analyzed 650+ unanswered queries, categorizing them into knowledge gaps, chit-chat, and multilingual issues to enhance AI responses. Designed **multilingual AI chatbot**, improving accessibility and driving **\$50K+** in revenue. Led research on localization and UX enhancements based on user feedback.
- **Enterprise Search:** Collaborated to build **Enterprise Search capability**, enabling quick access to information by analysing **600+ queries** manually.
- **Connectors (Knowledge Source):** Led integration of **20+ connectors** for the **Search Agent**, collaborating with cross-functional teams, ensuring **permission** compliance and differentiating DevRev by targeting unique sources based on competitor analysis.
- **Search Algorithm:** Introduced hybrid search (**Alpha = 0.9**) for context retrieval, improving **Answering Rate by 60%** (55 to 88) for a leading customer. Analysed **100+** queries on Langfuse (Observability tool) to identify and address gaps in the retrieved nodes.

Verloop (<https://www.verloop.io/>)

Dec 2021 – Mar 2023

Verloop.io is a Conversational AI platform for customer support automation, enhances customer experiences through chatbot deployment

Project Manager II (Program Manager)

Bangalore, India

- Managed interdependencies across ~8 **chatbot implementations** projects (\$210K) and partnered with vendors to deliver custom solutions for 4+ clients
- **Menstrual Health Chatbot:** Led development for an e-commerce on mobile and WhatsApp. Achieved **80% automation**, **0.57M** organic users adoption in 10 months & **61%** monthly retention

Apptio (<https://www.apptio.com/>)

Jul 2021 – Nov 2021

Apptio, an IBM company, is the leading technology spend and value management software provider

Implementation Specialist (Technical Consultant)

Bangalore, India

- **Product Implementation:** Led the deployment of products, leveraging financial data to derive actionable insights achieving a **30%** reduction in TCO.

HighRadius (<https://www.highradius.com/>)

Sep 2020 – Jun 2021

HighRadius provides AI-powered automation solutions for order-to-cash, treasury, and financial operations.

Associate Techno Functional Consultant (Technical Consultant)

Bhubaneswar, India

- Led implementation of RPA-based financial products for 6+ global clients, automating workflows and reducing analyst time by **80%**

EDUCATION

Indian School of Business (Post Graduate Programme in Management (PGP): Triple Majors in Strategy & Leadership, Marketing & Public Policy) Hyderabad, India 2023 - 2024

- Recipient of the **Torchbearer Award 2024 (Top 5%)** for contribution to the ISB brand and student community through initiatives and service

Kalinga Institute of Industrial Technology (Bachelor of Technology – B.Tech in Computer Science and System Engineering) Bhubaneswar, India

2016 - 2020

- Accomplished **Top 10%** academic ranking (Rank 18/200+) for outstanding performance in academics, publications and extracurriculars