

HARISH PAGUNTA

Senior Product Manager | AI Product Management | GenAI & Enterprise SaaS | Data Products & Automation

+91- 9959369969 @ harish.pagunta@gmail.com https://www.linkedin.com/in/harish-pagunta/

SUMMARY

Senior Product Manager with 8+ years of Product Management experience across enterprise SaaS, healthcare, analytics, insurtech, and mobile products. Delivered measurable outcomes including 10% sales-volume growth, 24% conversion improvement, 40% customer migration, and products serving 100K+ users. Currently contributing to a global AI-guided selling transformation involving contextual AI assistance, knowledge retrieval, workflow automation, recommendations, and responsible AI considerations. Experienced in product strategy, product discovery, roadmap prioritization, product analytics, platform consolidation, and cross-functional execution across business and technology teams.

PROFESSIONAL EXPERIENCE

Product Owner

Align Technology

04/2023 - Present Hyderabad

Healthcare | AI-Guided Selling | Salesforce CRM | iPad | Power BI

- Contributing to the migration of a regional sales-enablement platform to a **global GenAI-guided selling experience**, translating regional workflows, user needs, and market requirements into product inputs and rollout priorities.
- Shape AI-assisted seller journeys across **pre-meeting intelligence, RAG-based knowledge retrieval, contextual assistance, meeting transcription/summarization, action-item extraction, and recommendations**.
- Defined **prompt and contextual AI experiences across ~5 app pages**, partnering with Engineering, Salesforce/backend, Sales, and Compliance on enterprise-data dependencies, **AI-output review, and Responsible AI guardrail considerations**.
- Own regional **product strategy, roadmap prioritization, and platform evolution** for sales-enablement workflows supporting **500+ field users**.
- Drive **product discovery and cross-functional prioritization**, balancing user value, business priorities, technical feasibility, and global-platform dependencies.
- Delivered **10% sales-volume growth** through workflow optimization, usability improvements, and analytics-informed prioritization.

Senior Product Manager

Cornerstone OnDemand

01/2023 - 02/2023 Hyderabad, IN

HCM | LMS | SumTotal Suite

- Product innovation, research, and strategy.
- Understanding the competitors, customers and create innovative features to stand out.

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Product Management & AI Product Management Cohort

Rethink Systems

AI Product Management Certification

IBM

Professional Scrum Master I (PSM I)

Scrum.org

CORE CAPABILITIES

PRODUCT MANAGEMENT

Product Strategy Product Discovery

Roadmaps & Prioritization

User Research Product Analytics

Data-Driven Decision Making

Platform & Workflow Products

Go-To-Market Strategy

Stakeholder Management

Cross-Functional Leadership

AI PRODUCT MANAGEMENT

GenAI / LLM Product Strategy

Conversational AI

Prompt & Context Design

AI-Assisted Workflows

RAG & Knowledge Retrieval

Agentic AI Workflows

AI Output Evaluation

Human-in-the-Loop Design

AI Guardrails & Responsible AI

AI Experimentation & Metrics

PROFESSIONAL EXPERIENCE

Product Manager

TapClicks

02/2022 - 01/2023 Hyderabad, IN

SaaS | Marketing Analytics | SEO | Data Connectors

- Owned **product strategy and roadmap** for analytics and SEO capabilities, integrating data from multiple marketing platforms into consolidated reporting experiences.
- Shaped **insight-driven analytics workflows** that summarized cross-channel performance, identified improvement opportunities, and surfaced **actionable recommendations** for customers.
- Led **SaaS platform consolidation and migration**, enabling **40% customer migration** while simplifying reporting, analytics, and data-connector workflows.

Product Manager

insurejoy.com

05/2021 - 02/2022 India, IN

Insurtech | Conversational Self-Service | CRM | Payments | Workflow Automation

- Designed **conversational self-service workflows** across purchase, claims, renewals, and payments, enabling customers to resolve common queries through a chatbot before escalation to human support.
- Optimized **digital insurance journeys and CRM workflows**, contributing to **30% sales growth** and **24% improvement in lead conversion**.
- Automated customer communication through **WhatsApp workflows** and partnered across engineering, insurance carriers, payment, SMS, and **API integrations** to deliver scalable end-to-end customer journeys.

Product Manager

SoftClouds

02/2018 - 03/2021 Hyderabad, IN

Mobile Apps | Device Optimization | Security | Behavioral Analytics

- Owned the **end-to-end product lifecycle** for mobile applications, from discovery and roadmap prioritization through launch, release management, and post-launch optimization.
- Shaped **behavior-triggered recommendations and alerting workflows**, including device-performance optimization suggestions and parental-control experiences with location tracking and geofencing.
- Used **behavioral analytics, user feedback, and product signals** to guide roadmap decisions, prioritize improvements, and enhance product experience across multiple feature areas.
- Delivered products recognized with **4+ industry awards**, partnering across design, engineering, QA, and business teams.

Product Digital Marketing Professional

Launchship IT and Media Services

11/2016 - 01/2018 Hyderabad, IN

Mobile Games | ASO | Growth | Monetization

- Led **ASO and mobile growth strategy** for **10+ Android/iOS games** across Google Play and the App Store.
- Contributed to **1M+ downloads** through store optimization, paid acquisition, YouTube, and social-growth campaigns.

CORE CAPABILITIES

DATA & PLATFORMS

Salesforce CRM	Power BI	
Firebase Analytics	Pendo	Mixpanel
FullStory	Productboard	Jira

EDUCATION

MBA - Marketing

Osmania University

B.Tech - Computer Science

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SELECTED CAREER IMPACT

-  Drove 10% sales-volume growth by improving sales-enablement workflows, field productivity, and product usability.
-  Enabled 40% customer migration by consolidating two SaaS products into a unified analytics platform.
-  Delivered 30% sales growth by optimizing digital insurance purchase and post-purchase journeys.
-  Improved lead conversion by 24% through CRM workflow optimization, automation, and customer-journey improvements.
-  Scaled mobile products serving 100K+ users through end-to-end product ownership, roadmap prioritization, and behavioral analytics.