

MIHIR MANOHAR

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PROFESSIONAL PROFILE

Product Manager with 6+ years building consumer and AI products, from 0→1 discovery through launch and iteration. Customer interviews and behavioral data shape what I build, and A/B tests decide what scales. I have led AI adoption for non-technical teams, designed human-in-the-loop checks for LLM output, and shipped consumer fintech features that lifted repayment, engagement and repeat usage.

RELEVANT WORK EXPERIENCE

Program Operations Manager (GenAI Data Delivery) | Centific (AI Data) | New York, NY | 12/2025 - 09/2026

- Moved 25 non-technical moderators across 5 U.S. sites onto AI-assisted workflows, cutting onboarding time 20% and coordinator dependency 20% with prompt frameworks and playbooks written for the people doing the work.
- Designed human-in-the-loop quality checks for LLM training data with engineering and data science, setting acceptance criteria and model-readiness thresholds that cut mislabeled samples 15%.
- Cut rework 32% and unit cost 21% by making cost per accepted data point the program's main metric and moving QA to the point of capture, holding 96% precision across 2,500+ samples.
- Ran office hours and weekly feedback reviews across 5 sites, turning moderator questions and edge cases into updated guidelines that drove adoption of new labeling workflows.

Product Manager | Klarmix (B2B SaaS) | New York, NY | 03/2025 - 12/2025

- Doubled daily active usage and cut data retrieval time 45% by launching a unified analytics dashboard scoped from 40+ customer interviews.
- Cut task abandonment 22% and lifted engagement 1.2x through A/B tests on onboarding and activation flows, using Amplitude behavioral segmentation to pick what to test.
- Scaled a 0 to 1 product to 20+ clients and \$20K in retained commissions in year one by narrowing 6 proposed modules to one; a concierge MVP dropped 3 features for under \$500.
- Owned the roadmap, PRDs, user stories and backlog with 3 engineers and a designer, shipping weekly across 18 two-week sprints against a north-star of dollars retained per active merchant.

GTM Strategy Associate (Contract) | Citizens Commercial Bank (Banking) | New York, NY | 09/2024 - 02/2025

- Identified a potential \$10M+ revenue opportunity for a new A2A payments product through market, competitor and segment analysis.
- Won approval to pilot by aligning technology, commercial and compliance teams on one go-to-market plan; planning time fell ~20%.
- Built the ROI model and partnership analysis from CB Insights data, then presented the case to leaders across 4 teams.

Product Manager | Yabx (Digital Lending Fintech) | Remote | 09/2023 - 08/2024

- Raised on-time repayment ~11% in a consumer mobile lending app by shipping pre-due-date SMS reminders and one-tap repayment, designed from repayment behavior data.
- Grew new applications 12% and repeat borrowing 8% with cohort-targeted launches and a limit-growth loop (repay to higher limit).
- Cut loan-journey time ~10% through A/B tests on the application flow across multiple markets.

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

- Delivered \$20M+ healthcare infrastructure projects through a phased lifecycle, scoring vendors on compliance, cost and delivery risk and briefing non-technical stakeholders.

PROJECTS

RolesRadar | AI Agent for Job Seekers | Claude, n8n, Gemini API, Lovable | 2025 - Present

- Built an AI agent that scores job listings with an LLM and sends a ranked digest, cutting research time ~60%; added a structured schema and a human review step after finding the model stated details with false confidence.

SKILLS & CERTIFICATIONS

Product Strategy & Roadmapping | 0→1 Product Development | Product Discovery & User Research | A/B Testing & Experimentation | Onboarding, Activation & Retention | PRDs & User Stories | Agile/Scrum | North-Star Metrics & KPIs | AI Adoption & Enablement | Generative AI & LLM Products | Human-in-the-Loop Evaluation | Prompt Engineering | Responsible AI Guardrails | Go-to-Market | Amplitude, Mixpanel, SQL, Jira, Confluence, Figma | Claude, Gemini API, OpenAI API, n8n, Lovable | CSPO, CAPM

EDUCATION

Master of Science in Technology Management | New York University
Bachelor of Science in Information Science and Risk Analysis | Pennsylvania State University
Associate of Mechanical Engineering | University of Pune