

# SUSHANT CHARAYA

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## SUMMARY

AI Product Manager with 4+ years of experience building and scaling AI-powered products end-to-end. Built multiple AI agent products from discovery and PRD through architecture, engineering, and client launch, delivering measurable impact for enterprise clients like **Uber**, **Boeing**, and **SDG&E**. Deep hands-on expertise in LLMs, RAG, AI agents, web intelligence, and intelligent document processing. Combine strong technical depth with product strategy to scope MVPs, drive cross-functional execution, and ship on tight client timelines.

## PROFESSIONAL EXPERIENCE

### AI Product Manager

Jul 2025 – Present | Remote

Certa (Third-Party Risk Management)

- Built four AI agent products end-to-end (Validation Agent, Company Intelligence, Fraud Detection Agent, COI Agent), driving each from discovery and requirements gathering through PRD, system architecture, engineering, QA, UAT, and client launch.
- Leading the **Validation Agent** for **Uber**: gathered requirements across 5 countries, authored the PRD and system architecture (n8n-based AI workflows), and shipped to UAT achieving **95% field-level accuracy**, ~65% reduction in manual review, and **5x faster vendor onboarding**. Built Hex dashboards and presented time-efficiency impact data directly to **Uber** stakeholders.
- Leading **Company Intelligence**, a company-risk search engine powered by a **Web Intelligence Engine** that pulls structured risk data from public sources in real time. Built an **Evidence Layer** that attaches a confidence score, reasoning, and source citation to every extracted field across seven modules: Adverse Media, Cyber, Financial, Firmographic, Ownership, Sanctions, and Supply Chain.
- Built and productised a **Fraud Detection Agent** for banking documents, achieving **91% detection accuracy**, and integrated fraud and authenticity checks into CMMC and COI agents for automated certificate verification, driving enterprise wins with **Uber** and **Boeing**.
- Scoped and leading the **COI Agent** for **SDG&E**: ran requirements sessions with Solutions Consulting and the prospect, defined MVP vs. post-MVP scope (insurance type validation, coverage limit checks against contractual minimums), and authored the PRD.
- Designed intelligent document processing pipelines with OCR, field-level confidence scoring, semantic matching, and automated review-queue routing. Made architectural trade-off decisions across tooling (Portkey, n8n, native LLM APIs) based on processing limitations and cost.

### External Consultant, AI & Data Solutions

Feb 2024 – Jul 2025 | Bangalore

Uber

- Identified defect classification as a high-impact automation opportunity for **Uber Eats Grocery**; scoped and built an LLM-based solution using Langchain and RAG that achieved **89% accuracy**, reducing manual audit efforts by over **80%**.
- Defined and built the **Business Enrichment Agent**, an AI-first system to qualify businesses for **Uber** platform onboarding by enriching and validating merchant data at scale.
- Developed conversational AI pipelines for sentiment analysis across customer-agent tickets and social media (Google App Reviews, Twitter), reducing bug detection turnaround from **13 days to 1 day**.
- Designed a vector search system (FAISS + ChromaDB) for semantic search and input optimisation, reducing LLM input token costs.

### Senior Product Analyst

Aug 2022 – Oct 2023 | Bangalore

Bookee

- Led data initiatives that boosted user engagement by **15%** and customer satisfaction by **25%**. Built ETL pipelines and Tableau dashboards for real-time product metrics and decision-making.

### Business Analyst

Nov 2021 – Jul 2022 | Bangalore

Saveo

- Drove margin improvement from 7% to 10% through data analysis; elevated conversion rate from 82% to 89% and increased Deal of the Day GMV contribution from 3% to 12%.

## TECHNICAL SKILLS

<b>AI &amp; LLM:</b>	Langchain, LangGraph, RAG, Agentic RAG, LlamaIndex, LlamaCloud, Prompt Engineering (zero/few-shot), Vector DBs (FAISS, Pinecone, ChromaDB), OpenAI API, Claude API, Hugging Face, Claude Cowork, Lovable, LLMOps
<b>Programming &amp; Data:</b>	Python, SQL, Spark SQL, Pandas, NumPy, Regex, Presto
<b>Cloud &amp; Deployment:</b>	GCP, Vertex AI, Docker, FastAPI, Streamlit, Git, n8n
<b>Product &amp; Analytics:</b>	Jira, Notion, Figma, Tableau, Metabase, PostHog, Hex, Intercom, HubSpot

## EDUCATION

### BS Mathematics and Scientific Computing

Dec 2019

Indian Institute of Technology (IIT) Kanpur

## CERTIFICATIONS & RECOGNITION

- Prompt Engineering, deeplearning.ai | LangChain for LLM Application Development, deeplearning.ai
- Rise & Shine Award, Indium Software, Mar 2025 | MVP Award, Bookee, Jan 2023
- JEE Advanced: Top 0.15% All India Rank (among 1.5 million aspirants)