

Bhuvaneswari K P

Product Manager, AI/ML | CSPO | Agile | Customer Experience Platforms

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PROFESSIONAL SUMMARY

Product Manager with 9+ years turning AI and automation into measurable gains for agents and customers. At Charles Schwab, cut customer wait times by up to 30% shipping an AI chatbot for support agents, and improved handle time and first-contact resolution with a Copilot-driven agent tool in Dynamics 365. Have run full product lifecycles for Fortune 500 clients including Charles Schwab, New York Life, and Comerica Bank — managing backlogs in Jira, writing requirements and acceptance criteria, and using KPIs and analytics (Power BI, Mixpanel) to guide roadmap decisions. Partner closely with Engineering, Design, Operations, and Data teams, backed by hands-on technical depth in APIs, AI/ML integrations, and build-vs-buy evaluation.

CORE COMPETENCIES

Roadmapping & OKRs

Agile / Scrum / SAFe

Jira & Azure DevOps

KPI Design (Power BI, Mixpanel)

GenAI / LLM Integration

APIs & Microservices

Mobile (Flutter, React Native, iOS)

Build-vs-Buy Evaluation

SNAPSHOT

 **9+**
Years driving product & mobile delivery, from startups to Fortune 500

 **11**
Projects in this portfolio, spanning every role on the resume

 **9**
Companies & clients: Perficient, Cognizant, Xebia, Aspire, and more

WHAT'S INSIDE — ALL 11 PROJECTS

 **AI Chatbot & Copilot Agent Experience**
Charles Schwab

 **Customer Self-Service Application**
New York Life Insurance

 **Mobile Field-Operations Platform**
Cintas Corporation

 **Banking Workflow Automation**
Comerica Bank

 **Field Operations Modernization**
Jack in the Box

 **Cross-Platform Retail Mobile Apps**
Michaels & Ahli United Bank

 **Reusable Component Library & Design System**
International Organization for Migration

 **Social Media Platform, 0→1 Build**
Hash Deck

 **Native iOS Movie App**
GoCinema

 **Native iOS Productivity App**
TimeBoxApp

 **Self-Built GenAI Tools**
AI Product Lab (Personal)

CLIENTS & ENGAGEMENTS

Charles Schwab

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Michaels Stores

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International Organization for Migration

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GoCinema

TimeBoxApp



CHARLES SCHWAB

Lead Consultant, Perficient, Inc.

AI Chatbot & Copilot Agent Experience

Owned the roadmap for a regulated financial-operations platform and shipped an AI support chatbot and a Copilot-driven agent tool.

- **30% Less Sprint Churn**

Owned the full product roadmap for the platform and aligned engineering, compliance, and business around a shared vision and OKRs, reducing backlog ambiguity across teams.

- **25–30% Faster Support**

Rolled out an AI chatbot for customer support agents by leading a build-vs-buy call to integrate the ChatGPT API instead of a custom model, cutting contact volume and improving agent efficiency at peak.

- **Higher First-Contact Resolution**

Shipped a Copilot-driven agent experience in Dynamics 365 by partnering with Design and UX in Figma, improving handle time and first-contact resolution.

- **Fewer Manual Approvals**

Supported UAT, release readiness, and production launches for AI-powered transaction routing, reducing manual approval intervention.

- **Audit-Ready Access Controls**

Validated role-based UI and permission changes across admin, agent, and other roles using RBAC and field-level security, preventing access-control gaps before release.



NEW YORK LIFE INSURANCE

Lead Consultant, Perficient, Inc.

Customer Self-Service Application

Owned product management for a self-service app spanning signup, dashboards, payments, and an AI chatbot for policyholders.

- **Simplified Account Access**

Owned product management for the self-service application by defining requirements for signup, login, and onboarding, simplifying access for new and existing policyholders.

- **One Unified Dashboard**

Designed and prioritized a dashboard spanning variable life, whole life, and variable annuity policies, giving policyholders one place to see account details across product lines.

- **Centralized Bill Pay**

Defined a payment center covering transaction history, document library, and premiums owed, centralizing bill pay across policies.

- **10–15% Faster Responses**

Defined requirements for an in-app AI chatbot extending self-service support beyond business hours, cutting response times as customers resolved simpler questions on their own.

- **Customer-Controlled Communication**

Defined profile management and communication-preference flows covering e-delivery, text opt-in, and email, letting policyholders choose how they're contacted.



Mobile Field-Operations Platform

Owned strategy and backlog for a Flutter-based field-ops app used by technicians to search, fill forms, and report from the field.

- **RICE-Led Backlog**
Owned product strategy for the platform by scoping NLP-powered search and intelligent form auto-fill, keeping the backlog focused on highest-impact work each sprint.
- **Offline-Ready Field Access**
Defined requirements for offline database integration with search and filter, letting field technicians look up records without a live connection.
- **Faster Site Navigation**
Defined requirements for Google Maps integration, letting technicians locate customer sites directly within the app.
- **Closed-Loop Reporting**
Defined requirements for a PDF converter that auto-emailed completed inspection forms, closing the loop between field data collection and customer delivery.
- **Continuous Improvement**
Used Firebase Analytics and Crashlytics telemetry to drive data-informed backlog refinement.



Banking Workflow Automation

Defined and prioritized banking workflow automation spanning client data management, compliance reporting, and legacy-to-modern data integration.

- **Lower Processing Overhead**
Defined and prioritized the backlog for banking workflow automation by identifying opportunities in client data management and compliance reporting.
- **Engineering-Ready Specs**
Led requirements gathering and stakeholder alignment sessions, translating DLP, audit control, and RBAC mandates into product requirements.
- **Eliminated Manual Transfers**
Drove product strategy for a data-integration feature enabling ledger synchronization between modern and legacy systems.
- **Usage-Led Prioritization**
Monitored feature adoption and operational KPIs post-launch, combining stakeholder feedback with product telemetry to prioritize each release.



JACK IN THE BOX

Senior Consultant, Xebia IT Architects

Field Operations Modernization

Defined the vision for moving legacy field-ops tools to mobile-first, with automated releases and end-to-end launch verification.

- **Faster Field Data Collection**

Defined the product vision and roadmap for modernizing field-operations applications by moving legacy tools to a mobile-first platform.

- **50% Less Manual Entry**

Identified and scoped automation opportunities by owning the business case and delivery end to end.

- **Lower Go-Live Risk**

Owned release management using Azure DevOps CI/CD pipelines, delivering automated, version-controlled deployments.

- **Verified at Launch**

Verified offer and deals rollouts end-to-end across menu, dashboard, checkout, and coupon flows, confirming UI, backend, and pricing matched expected behavior.

- **Merchandising Insight**

Reviewed weekly and monthly sales analytics, including product-level performance and peak engagement, to inform feature prioritization.



MICHAELS STORES & AHLI UNITED BANK

Senior Consultant, Aspire Systems

Cross-Platform Retail Mobile Apps

Acted as Product Owner for retail mobile apps, driving Flutter adoption for a shared iOS/Android codebase.

- **One Shared Codebase**

Acted as Product Owner for retail mobile applications by defining the backlog and driving adoption of Flutter, shipping both iOS and Android from a single codebase.

- **Consistent Cross-Platform UI**

Defined acceptance criteria for a shared React Native component library of inputs, buttons, and controls, keeping the experience consistent across platforms.

- **Pixel-Perfect, Device-Integrated**

Implemented custom native modules and dynamic forms with barcode, geospatial, and camera API integrations, delivering pixel-perfect, device-integrated UI.

- **Balanced Rollout Risk**

Tracked post-release version adoption and coordinated phased force-update timelines, balancing user disruption against the need to retire legacy versions.



INTERNATIONAL ORGANIZATION FOR MIGRATION

Senior Mobile Developer, Enterprise Touch

Reusable Component Library & Design System

Built a reusable component library and technical design system adopted product-wide, then stabilized releases with a unit testing suite.

- **Faster UI Build Time**

Built a reusable component library adopted product-wide, reducing UI build time and keeping design consistent.

- **Consistent Brand Experience**

Translated brand identity into a technical design system by defining typography, color, and layout standards used product-wide.

- **Zero Regression Bugs**

Implemented a unit testing suite for a high-traffic user base, eliminating regression bugs and stabilizing releases.



HASH DECK

Senior Developer, Securenext Software

Social Media Platform, 0→1 Build

Delivered a complete social media platform from concept to launch in an early-stage startup, owning both build and requirements.

- **0→1 Product Launch**

Delivered a complete social media platform in Flutter with custom backend APIs, real-time chat, and Firebase Analytics, taking the product from concept to launch.

- **Client-Shaped Backlog**

Acted as business analyst alongside development by gathering requirements and feedback directly from the client, shaping the backlog around real needs.



GOCINEMA

iOS Developer, Sky10 Social Media

Native iOS Movie App

Took a native iOS movie app from concept to launch with third-party API integration and video streaming.

- **Concept to Launch**

Built a native iOS movie app with third-party API integration and Core Data support, adding video streaming, a responsive UI, and a scalable architecture.



TIMEBOXAPP

iOS Developer, iGenuine Soft Solutions

Native iOS Productivity App

Owned end-to-end development of a native iOS productivity app in a small startup team.

- **End-to-End Ownership**

Led development of a productivity app in native iOS and Swift by delivering offline functionality and custom animations, owning the build end to end in a small startup team.



AI PRODUCT LAB

Personal Project — Self-Directed

Self-Built GenAI Tools

Six self-built AI tools, prompted, coded, and shipped end to end, with the Claude API integrated into a live hosted app.

- **6 Tools Shipped Solo**

Designed, prompted, and coded all six tools personally with no engineering team, from idea to deployment.

- **Live Claude API Integration**

Integrated the Claude API into a live hosted app by shipping a RAG knowledge assistant with cited, grounded answers over uploaded documents.

- **AI Product Copilot**

Built a structured intake tool for 'add AI to this' requests using RICE scoring, producing a recommended architecture and a risk/guardrail checklist.

- **Review Intelligence**

Built a Mobile App Review Analyzer that processes raw app-store reviews, surfacing sentiment trends by version and auto-tagged complaint themes.