Shivang Shekhar

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PROFESSIONAL SUMMARY

Engagement Manager and AI solutions leader with 5+ years across production AI agents, LLM products, data platforms, and zero-to-one businesses. Owns complex customer programs end to end - from workflow discovery and solution architecture through implementation, deployment, adoption, ROI, and expansion - bridging customer operations, product, and engineering to deliver reliable AI solutions in production.

EXPERIENCE

NANONETS | Engagement Manager | *Sep 2025 - Present* | *Gurgaon / Remote*

- Helped build Nanonets' US healthcare vertical from zero and owned activation, delivery, and expansion for leading provider organizations, scaling the portfolio to approximately $1M in revenue within its first year.
- Served as the single post-sales owner across workflow discovery, solution architecture, implementation, EHR/EMR integrations, UAT, go-live, production performance, ROI, and account growth.
- Owned multi-agent implementations from requirements and process mapping through deployment and customer adoption, delivering both standard and custom workflows without major escalations.
- Productized recurring workflows across patient intake, eligibility, prior authorization, scheduling, billing, payment posting, AR, and denials by separating reusable agent capabilities from customer-specific configuration.
- Led complex API and platform integrations, coordinating customers, engineers, and external vendors to resolve sandbox-to-production dependencies, post-launch blockers, and performance issues.

ZULU CLUB | Founding Member, Product and Growth | *Dec 2024 - Sep 2025* | *Gurgaon*

- Built and launched Gurgaon's first 100-minute fashion quick-commerce platform from the ground up, owning product and growth as part of a 4-member founding team; raised $250K pre-seed and scaled monthly sales 18x from Rs 86K to Rs 15.2L in four months.
- Defined the product roadmap across real-time discovery, AI-led styling, live shopping, and Try-at-Home, creating an integrated mall-to-door shopping proposition.
- Built and led a 10-member engineering, operations, and marketing team, establishing a weekly release cadence and metrics-led product experimentation.

NANONETS | Product Manager - Growth | *Jan 2024 - Dec 2024* | *San Francisco / Remote*

- Owned strategy and roadmap for an AI document-automation portfolio spanning OCR, data extraction, summarization, and document understanding, launching zero-to-one LLM products that became a core product-led growth channel.
- Built an SEO-led and freemium acquisition engine across product, content, and distribution, doubling MQLs, increasing SALs 1.5x, and driving approximately 50% of website traffic.
- Improved product economics by cutting model and API costs 50%, saving approximately $100K annually through model routing, usage controls, pricing gates, and vendor optimization.

MAKEMYTRIP | Product Analyst | *Jun 2022 - Oct 2023* | *Gurgaon*

- Redesigned Supplier Deals and surfaced post-promotion pricing insights, lifting feature adoption 15% and partner room-night bookings 7%.
- Led the Google Analytics-to-Omniture migration after the GI-MMT merger, saving $100K in annual infrastructure and licence costs; built tracking and self-serve dashboards that improved engagement 25% in six months.

FRACTAL ANALYTICS | Data Engineering and Data Science | *Jun 2021 - Jun 2022* | *Gurgaon / Remote*

- Built NLP pipelines for Consumer Hub, mining Reddit, Twitter, Amazon, and Instagram data to surface customer pain points and guide the product roadmap for a global consumer-goods company.
- Developed MLOps demos using Vertex AI, Airflow, and Databricks for automated profiling and retraining, supporting client pitches for new analytics services.

EDUCATION

BITS PILANI | B.E. Electrical and Electronics Engineering | Aug 2017 - Jun 2021 | CGPA 7.18 / 10

SKILLS AND CERTIFICATION

AI and engineering: Python, SQL, JavaScript, RAG, LangChain, GPT-4, Claude, Vertex AI, Postgres, Airflow, Databricks, ELK/Kibana, REST APIs, Git/GitHub, Linux, Postman

Delivery and certification: AI agents, workflow discovery, solution design, integrations, UAT, production rollout, customer success, account expansion | Microsoft Certified Azure Data Engineer Associate