DHRUV BHATIA

Forward Deployed Product Manager | Enterprise AI Deployment | Technical Product Leader

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SUMMARY

Product leader and 2x founder with 14+ years driving enterprise B2B SaaS products from contract to production across Canada, the USA, and India. Embeds directly with customer stakeholders to translate ambiguous business challenges into prioritized requirements, PRDs, and technical acceptance criteria, then drives cross-functional delivery to close the gap between "signed" and "live." Technically fluent enough to partner directly with engineering on architecture, APIs, and AI/agent implementation, having personally architected and shipped production AI agent systems as a solo founder. Comfortable owning the account end-to-end: distinguishing product constraints from execution or change-management issues, and representing customer reality back to platform teams. B.S. Computer Engineering, University of Illinois Urbana-Champaign.

SKILLS

- **Enterprise Deployment & Delivery** — requirement distillation, PRDs & technical acceptance criteria, contract-to-production ownership, UAT/rollout planning, executive stakeholder management, Agile/Scrum delivery
- **Technical Fluency** — REST APIs & webhooks, solution architecture, PostgreSQL/SQL, JavaScript/Node.js/React (hands-on), Next.js/Vercel, multi-tenant architecture
- **AI / Agent Domain Expertise** — LLM & agent architecture (Claude, GPT-4.1-mini), prompt engineering, fine-tuning, CrewAI multi-agent orchestration, RAG, AI voice/telephony stacks (Vapi, Twilio, ElevenLabs, Deepgram)
- **Customer & Cross-Functional** — enterprise API partnerships (Fortune 500), technical discovery, translating requirements across engineering/design/QA, CASL/compliance navigation
- **Product Tooling** — Figma, Mixpanel, Hotjar, Notion, JIRA, ClickUp

INDEPENDENT PRODUCT OWNERSHIP (FOUNDER-LED, PRODUCTION)

LocalPanda — AI Local-SEO Platform (localpanda.ai) | Founder & CEO *2024 – Present*

- Owned the product 0-1 from concept to production as sole product and technical owner — scoping requirements, directing architecture decisions, and driving go-to-market — growing to 120+ signups and 10+ paying US customers with <1% churn
- Directed the architecture and build of AI-driven local-SEO agents (fine-tuning, CrewAI multi-agent orchestration, OpenAI APIs), personally closing the gap between prototype and production to automatically improve customers' Google Maps local-pack rankings
- Currently re-scoping the product's core value proposition into a GBP optimization and AI-visibility layer, translating a shifting AI search landscape into a revised requirements roadmap

PRODUCT MANAGEMENT EXPERIENCE

ClearGov | Senior Product Manager *2025 – 2026*

- Owned end-to-end delivery of an AI Agent product from requirements through production, partnering directly with engineering to translate ambiguous enterprise transparency use cases into a shipped platform capability (frontier model APIs: ChatGPT, Claude)
- Directed a 9-person cross-functional team (developers, designers, QA) through Alpha/Beta deployments, growing to 12 B2B customers and $130K+ ARR

SocialPilot | Lead Product Manager *2023 – 2024*

- Owned 0-1 delivery of the Reviews product vertical for a B2B SaaS platform used by 12,000+ customers, from requirements through GA
- Ran technical discovery with 50+ US enterprise customers during Alpha/Beta deployments, distilling ambiguous feedback into prioritized GenAI feature specs and fine-tuning decisions
- Directed delivery of early Generative AI features into production, including model fine-tuning and API integration

Casa UGC | Founder & CEO *2020 – 2023*

- Founded and scaled a B2B SaaS product (shoppable video for D2C brands) from concept to production, owning strategy and delivery end-to-end to reach 300+ trial and paid customers

- Directed a 5-person team of marketers, designers, and developers using a product-led growth strategy

Alida (prev. Vision Critical) | Product Manager, Enterprise APIs & Mobile *2019 – 2020*

- Owned end-to-end delivery (0-1) of an Enterprise API & Marketplace product for a $100MM ARR, Gartner Magic Quadrant CXM platform, from requirements through production launch
- Served as the primary technical point of contact for Fortune 500 integration partners — McDonald's, Condé Nast, Copa90 — working hands-on with client engineering teams to scope and ship API integrations

Olacabs (ANI Technologies) | Product Manager, Consumer Products *2017 – 2018*

- Directed delivery of Ola Lite, a ~570KB Progressive Web App engineered for low-bandwidth Indian markets, from requirements through launch — crossing 100K downloads and 20K bookings in one month and earning recognition as a Google I/O PWA partner
- Owned redesign of the Outstation booking flow end-to-end, driving a 60% increase in conversion

B2C Startups (TrulyMadly, ixigo) | Senior Product Manager *2014 – 2017*

- Owned end-to-end delivery of “Select,” a matchmaking platform, and directed a 10x growth in usage of the “Sparks” messaging feature
- Directed delivery of a Cleartrip-powered booking feature and an “app wall” monetization feature, increasing revenue 25% and ~30% respectively

NetApp, Inc. | Software Engineer 2011 – *2013*

- Delivered features and fixes for production storage systems; owned a fault-injection testing project end-to-end — early grounding in production reliability and technical delivery
- Built a tool to test replication protocol integrity, improving system reliability

CERTIFICATIONS & EDUCATION

- Multi AI Agent Systems with CrewAI
- LangChain: Chat with Your Data
- Pragmatic Marketing — Practical Product Management Certificate
- B.S., Computer Engineering — University of Illinois, Urbana-Champaign