

# Sunil Sharma

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## Summary

AI product leader with 10+ years building platforms at scale across regulated enterprise environments. Deep hands-on experience designing, evaluating, and deploying agentic AI systems — from HIPAA-compliant MCP-based agent workflows to open-source LLM governance (ScanLLM.ai). Equal parts strategist and builder: published author, shipped 6+ AI-powered products independently using coding agents, and led \$80M+ P&L initiatives across 20+ cross-functional teams.

## Skills

<b>Publications</b>	<i>The Smart Product Playbook: Journey into the New AI Era</i> (Available on Kindle and Paperback)
<b>Product</b>	0 to 1 Strategy, Roadmapping, Growth, Experimentation, KPI Design, A/B Testing, Customer Discovery
<b>AI/ML</b>	Recommendation Systems, NLP Pipelines, Predictive Modeling, Ranking Models, Generative AI, Agentic AI, LLM/Agent Workflows, RAG, Agent Evaluation, Multi-Agent Orchestration, AI Guardrails/Safety
<b>Domain Expertise</b>	Enterprise SaaS, AI Platform Products, Regulated Environments (HIPAA/PHI), Personalization, Marketplace Platforms
<b>Analytics</b>	Clickstream, Funnel Analysis, Forecasting, Behavioral Segmentation, Metric Frameworks
<b>Tech</b>	Python, FastAPI, REST APIs, Kafka, Elasticsearch, Kubernetes, SageMaker, MCP Protocol (Server & Client), Claude API, OpenAI API
<b>Tools</b>	GA4, Mixpanel, JIRA, Confluence, Figma, Grafana, GitHub, Copilot, Cursor, Claude Code, LangSmith

## Professional Experience

### Principal Product Manager | Albertsons | Pleasanton, CA, USA

July 2023 - Current

- Led end-to-end product strategy and go-to-market of a \$80M+ enterprise health initiative, integrating third-party dietitian network APIs and e-commerce fulfillment. Built build-vs-buy frameworks across compliance, EHR readiness, SLA, and cost to guide vendor and platform decisions for payer integrations.
- Directed cross-functional alignment** across 20+ teams (engineering, legal, marketing, payers) to ensure readiness, compliance, and time-to-market.
- Built and deployed a HIPAA-compliant ML policy engine** to power third-party sponsored health ads using MarTech platform in the Sincerely Health app.
- Designed machine learning recommendation engine and behavioral targeting engines — ranking grocery items by nutritional value and user context while optimizing promotional and cart strategy, increasing CLV by 32%.
- Prototyped a GraphRAG-powered knowledge graph for policy doc parsing — replacing vector-based retrieval with structured node traversal to extract labor rules (premiums, healthcare, scheduling) via document chunking, templating, and human-in-the-loop refinement
- Built AI-powered internal tools using FastAPI and GitHub Copilot: a UX research automation workflow cutting time-to-insight by 85% through AI-generated reports, and an NLP analytics platform enabling teams to query customer insights using natural language.
- Designed and deployed a HIPAA-compliant MCP-based multi-agent system with guardrails for PHI-aware workflows, enabling autonomous data extraction while enforcing human-in-the-loop safety controls (**Microsoft Enterprise Hackathon winner**).
- Prototyped and shipped a production-ready case-manager platform using AI-accelerated development (Figma MCP, Copilot, live APIs), reducing planned build cost from \$1.2M to \$200K through AI-driven cost optimization, demonstrating full-stack builder capability from design to deployment.

### Senior Product Manager Technical | Amazon.com | Seattle, WA, USA

Dec 2022 – July 2023

- Streamlined data analysis by implementing a self-serve NLP-enabled QuickSight Dashboard, empowering non-technical stakeholders to generate custom reports, reducing 120 hrs/week of manual effort for the tech operations team.
- Built a generative AI-powered recommendation engine (AWS SageMaker Canvas) for personalized search results and real-time home screen customization, enabling non-technical teams to self-serve predictive analysis for marketing campaigns.
- Mentored associate product managers on best practices for product development and management. Alongside conducted user research and A/B testing to improve product decisions and prioritize user sales funnel supporting business anecdotes

### Senior Product Owner | Eyewa | Remote, India

Sept 2020 – Jan 2021

- Led a Cross-functional Team product strategy for the omni-channel platform, growing revenue by \$1M USD in first six months.
- Headed business analysis in discovery funnel and optimized B2C conversion funnel for incoming traffic on the web and mobile app that reduced registration and checkout time an designed cart journey for powered eyeglasses resulting in **boost yearly revenue by \$1,550,000**

### Product Lead | Barakat | Dubai, UAE

July 2019 – June 2020

- Increased omni channel traffic by **850K customers** in six months for the grocery platform by optimization of SEO and personalized shopping experience
- Improved mobile/web checkout UX, reducing friction by **20%** and adding **\$550K annual revenue using** A/B experiments.
- Administered market research and created Google Analytics dashboard (later updated to MixPanel) to identify product features that correlated with customer attrition, leading to proactive interventions that reduced monthly churn by 4%
- Spearheaded product development by driving alignment across leadership, engineering, sales, and marketing teams, ensuring clear scope, prioritized requirements, and delivery within budget and timeline expectations.

### Product Consultant | Flipkart.com (pre-Walmart acquisition) | Bangalore, India

Nov 2017 - July 2019

- Collaborated with Seller analytics platform and build a product that automated brand regulations and operations teams manual processes by implementing a real-time monitoring dashboard for stages involving onboarding of new seller, 'Lead-to-Sign' and attrition of existing sellers, 'Sign-to-Live'
- Conducted user research and seller interviews regarding underperforming areas of the B2B growth funnel and analyzed the usability issues of the platform.
- Implemented a single click activation workflow product strategy that led to a 12% increase in customer engagement for seller's ads segment in iOS mobile app
- Led initiatives with data science team on new behavioral analytics feature roadmapping used for improved discovery and engagement by 22% annually
- Designed predictive recommendation ML model product strategy for FY 2018 and led a cross-function team of product manager working for iOS and android mobile applications for categories development based on User History, shopping patterns and market trends

### Senior Software Engineer | Wipro Limited | Bangalore, India

Oct 2012 - Nov 2017

- Led product and technical delivery for enterprise AIOps platform components adopted by multiple enterprise clients, including end-to-end product portfolio management for ITOA from technical analysis through launch.
- Developed a tool to perform Sentiment Analysis Tool of support ticket data using summary of its resolution with R language to understand the effectiveness of the support team and thus reducing 12% of manual effort spent by mid-layer team on task allocation.

## Education

Rochester Institute of Technology, Rochester, NY, USA Master of Science, Product Development

Aug 2021 - Dec 2022

Birla Institute of Technology and Sciences, Pilani, India Master of Science, Software Engineering

Aug 2012 - Dec 2016

Kirori Mal College: University of Delhi, Delhi, India Bachelor of Science, Physics (H)

July 2009 - July 2012