

GAURAV BHATNAGAR

AI Product Manager: AIOps and FinOps

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SUMMARY

AI Product Manager with 7+ years of experience shipping AIOps and Agentic AI products to 140+ enterprise clients. Led end-to-end product development of HCL Intelligent Operations and AIForce.Ops, from problem discovery and LLM/agent design to experimentation and GTM, driving \$17M+ incremental revenue over three years and securing back-to-back Leader ratings from Gartner, IDC, and ISG. Fluent across the full AI product stack: agent workflow design, LLM evaluation, cloud-native multi-tenant platforms, and data-driven prioritization.

CORE COMPETENCIES

Product Management: Product Strategy & Roadmapping (RICE) B2B SaaS Go To Market (GTM) & Pricing, Product Evangelism | Customer Discovery & CXO Stakeholder Management | A/B & Funnel Experimentation | Analyst Relations | Product Ownership | Product Demos | PRD, BRD, Design Documentation | Release Management | Product Metrics | Data Driven Decision Making | Cross-Functional Program Management

Artificial Intelligence (AI): Agentic AI & LLM Product Design | AI-Led Operations (Incident Triage, Self-Healing, MTTR Reduction) | AI Cognitive Assistant | Product Strategy, AI Infusion, AI/ML Feature Development

Technical: Python & SQL for prototyping | Azure OpenAI / OpenAI API | Amazon Bedrock | Cloud-native platforms (Azure, AWS, GCP) | Metabase, Clevertap | Aha! Roadmaps, Jira, Confluence

PROFESSIONAL EXPERIENCE

HCLTech · Product Manager, AI/Platform
September 2022 – December 2025 · Noida, India

Product Leadership & Strategy

- Drove \$17M+ incremental revenue over three consecutive years for HCL Intelligent Operations (AIOps platform, 140+ enterprise clients) through disciplined roadmap decisions, pricing strategy, and customer-centric feature development.
- Secured consecutive Leader ratings from Gartner, IDC, ISG, and Avasant across three analyst cycles, strengthening market credibility and supporting competitive positioning in enterprise sales.
- Achieved 25% reduction in customer churn by delivering products capable of ensuring 50%+ manual process reduction across 140+ clients, key capabilities being Agentic Service Management and intelligent automation.
- Designed and shipped agent-based automation for incident resolution (LLM + tool orchestration) within the AIForce.Ops Framework: enabling auto-triage and runbook execution for L1/L2 tickets, reducing manual interventions by 40% on early-adopter accounts.
- Led audit and bid defence for the IO suite, representing product capabilities in MVPs, RFP responses, and CXO-level demos.

Innovation & AI Feature Development

- Spearheaded AIForce.Ops, an Agentic AI product for IT operations, establishing early market visibility; leading a cross-functional team of 25+ engineers, designers, and data scientists from concept to market-ready delivery.
- Partnered with data science and platform teams to evaluate and integrate LLM providers (Azure OpenAI); defined guardrails, evaluation metrics (latency, hallucination rate, task success), and phased rollout strategy across 30+ tenants for HCL IO.
- Owned AIOps automation roadmap (alert correlation, root cause hints, self-healing); RICE-driven prioritization resulted in 8% reduction in MTTR and 14% lower ops cost for top 10 customers.
- Rebuilt interactive demo environment for IO and AIForce.Ops with synthetic data and scripted agent workflows: used in 100+ sales pitches, correlating with \$5M in net-new bookings over 12 months.

Go-to-Market & Revenue Growth

- Developed GTM strategy in close collaboration with sales and vertical teams, resulting in 20% increase in customer pipeline and 15% growth in qualified leads.

- Drove cross-sell and upsell initiatives to expand total addressable market; reduced time-to-value by 30% for new clients through streamlined implementation partnerships.

Mobikwik · Associate Product Manager (Development Programme)

December 2021 – June 2022 · Gurgaon, India

- Increased BNPL sign-ups by 12% (50K QoQ registrations) by redesigning onboarding flows and improving credit eligibility UX using Clevertap funnel data.
- Cut sprint spillovers by 65% by restructuring backlog grooming and aligning PM–engineering on acceptance criteria. Reduced decision time by 50% through standardized funnel and cohort analytics dashboards.

Technyk · Programmer Analyst

July 2019 – September 2021 · Delhi, India

- Built custom API solutions and analytics platforms for enterprise clients, achieving 17% operational efficiency improvement and 25% boost in client satisfaction.
- Developed Go To Market strategies contributing to 24% increase in market penetration.

Deki Electronics · Software Engineer

May 2018 – March 2019 · Noida, India

- Led Minimum Viable Product (MVP) development for SureSolutions Retail stack; achieved 26% improvement in dashboard load times, 20% increase in system reliability, and 12.7% increase in client acquisition through sales enablement.

EDUCATION

PGD in Applied Statistics · IGNOU · June 2025 to June 2026 (Pursuing)

B.Tech in Information Technology · Maharshi Dayanand University · August 2013 to June 2017

CERTIFICATIONS

Certified Scrum Product Owner (CSPO) · Scrum Alliance · July 2022

ITIL v4 · HCL · August 2023

Google AI Leader · Google · March 2026

Explainable AI · Duke University · May 2026