

Sneh Shah

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EDUCATION

Illinois Institute of Technology

Master's in Information Technology & Management (Management Information Systems)

Chicago, Illinois

August 2023- May 2025

- Awarded a \$10,000 scholarship based on academics & extracurricular achievements.

WORK EXPERIENCE

Humanitarians AI

Chicago, Illinois

Product Manager

July 2025 - PRESENT

- Own product strategy for **Madison**, an **Agentic AI marketing intelligence platform**, leading 8 engineers to build **agent orchestration**, workflow automation, and **multi-channel deployment capabilities**.
- Applied **prompt engineering techniques** to optimize agent response, **improving accuracy by 25%** while establishing safety guardrails.
- Architected complex n8n automation workflows integrating **5+ APIs and AI models**, processing multiple daily operations with **90% uptime**.
- Used Claude Code for **rapid prototyping** and iterate on **8 agent features**, reducing engineering cycle time from **2 weeks to 5 days**.

JuliaHub Inc.

Boston, Massachusetts

Product Manager Intern

August 2024 - February 2025

- Revamped JuliaHub's **customer onboarding journey**, reducing average setup time from **45 to 27 minutes** and **increasing MAUs by 20%**.
- Developed AI-powered deployment assistant that automated **3 manual configuration steps**, reducing deployment time from **5 hours to 2 hours per model**.
- Conducted **25+ user interviews** and launched an **AI-powered code analysis** feature projected to reduce client churn by **15% annually**.
- Executed A/B tests for 4 onboarding and dashboard features with **2,000+ users**, enabling data-driven prioritization testing to inform product decisions by **28%**.

MindFire Inc.

San Francisco, California

Product Manager Intern

June 2024 - August 2024

- Restructured internal **data pipelines** to eliminate redundancy and improve maintainability, saving **15+ hours per week in data operations**.
- Developed comprehensive **KPI dashboards**, supporting sales initiatives, and contributing to a **10% increase in revenue growth** and **customer acquisition**.
- Established strategic partnerships with **3rd party vendors**, reducing **time-to-market by 25%** through streamlined integrations.
- Managed rollout of **AI chatbot for 700+ DAUs**, achieving **35% reduction** in support tickets and increased **CSAT scores from 4.1 to 4.6/5**.

Webvision Solution Ltd.

Gujarat, India

Lead Product Manager

January 2022 - July 2023

- Led development of **6 SaaS products** using Agile/Scrum, reducing average release cycle from **10 weeks to 7 weeks** and delivering features **30% faster** than previous development model.
- Managed **cross-functional team of 9 professionals**, to ship 5 major features that improved **customer retention by 22%** and elevated **net promoter score (NPS)** from **47 to 59 over two quarters**.
- Optimized **product development lifecycle** through automated testing and CI/CDs, **reducing bugs by 45% and post-launch fixes by 60%**.
- Partnered with Customer Success to establish **user feedback loop** with **30+ enterprise clients**, increasing **feature adoption rates by 25%**.

GrowthCruise

Gujarat, India

Co-Founder & Product Manager

September 2020 - January 2022

- Defined the **product strategy and roadmaps** for **25+ client projects**, across e-commerce and SaaS domains, with clients collectively generating **\$2M+ in annual revenue**.
- Conducted **user research and feedback analysis** to prioritize features, **increasing product adoption by 35% within 6 months**.
- Managed **resource allocation and budgeting** while scaling company revenue **10X from \$20K to \$200K ARR** within 1st year.
- Led **end-to-end product development cycles**, from ideation and MVP design to launch, **reducing go-to-market time by 30%**.
- Established **KPIs and performance dashboards** to monitor client product success, improving **customer satisfaction scores by 20%**.

SKILLS

- **Technologies:** Python, SQL, REST APIs, HTML, CSS, ReactJS, NodeJS, LLMs, RAG, CI/CD pipelines, Generative AI frameworks, MCP
- **AI and Agentic AI:** AI Agents (LangChain, LangGraph), Cursor, Vector Databases, n8n, Lovable, AI model deployment, prompt engineering
- **Product Management:** Agile, Scrum, Product Lifecycle Management, Data Analytics, SaaS, MVP development, User Stories, User Feedback loops, Roadmap planning, Feature Backlog, PRDs, Decision Making, Stakeholder Management, Cross-functional Collaboration
- **Tools & Environments:** Power BI, Google Analytics, Salesforce, HubSpot, Mixpanel, Amplitude, Confluence, PostHog, Jira, Linear, Figma

PROJECTS

AgentLens- AI observability platform to monitor, and optimize AI agents with real-time tracing, and AI-powered insights. | [Website](#) | [Github](#)

Molecular Nutrition AI- AI system that analyze nutrition at the molecular level—using data on genes, and nutrients. | [Website](#) | [Github](#)

ConversaAI- A platform to create and manage conversational Voice AI agents for customer support, sales, and more. | [Website](#) | [Github](#)