SHAILVI KUMAR

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SUMMARY

Technical product manager and former software engineer with 6+ years across engineering and product, from building enterprise analytics to owning a SaaS platform roadmap and defining AI strategy for a cloud OS. Pairs customer-driven roadmapping with the hands-on depth to build, evaluate, and put guardrails on AI products.

EXPERIENCE

Amazon Web Services (AWS) - Amazon Linux, EC2 — Seattle, WA
Sr. Product Manager Intern - Technical, External Services (Sr. PMT-ES) — Jun 2025 – Aug 2025

- Defined the strategy and 6-month roadmap for an AI-assisted Amazon Linux upgrade experience by synthesizing 50+ customer interviews, 1,000+ GitHub issues, 840K+ documentation pageviews, and competitive analysis of OS upgrade tools.
- Designed an AI upgrade advisor that diffs a fleet's installed configuration, ranks blocking changes by engineering-defined priority, and explains each fix through RAG over AWS docs with traceable sources.
- Built a business case estimating $50M+ in projected productivity gains and a path to grow AL2023 adoption from 20% to 80%+ by prioritizing automation and AI-assisted upgrades over manual migration tooling.
- Partnered with 40+ AWS teams, including ECS, EKS, S3, and Redshift, to turn customer migration pain into prioritized requirements for large internal and external EC2 fleets.

GIVE — Bengaluru, India
Product Owner / Software Development Engineer III — Oct 2022 – Jul 2024

- Owned roadmap and GTM strategy for a SaaS platform serving 3,000+ nonprofits and 300+ enterprise CSR partners; led 7 engineers, increasing NPS 22 points and adoption 18%.
- Authored 80+ pages of PRDs, API documentation, and technical specs to align engineering, design, and GTM, accelerating releases and increasing feature adoption by 20%.
- Traced slow client dashboards to real-time joins against a 2M-row master table and fixed them with per-client filtered tables, better joins, and Redis caching, cutting query time 32%.

Goodera — Bengaluru, India
Lead Product Engineer — Apr 2021 – Oct 2022
Sr. Software Engineer — Oct 2019 – Mar 2021
Software Engineer — Sep 2018 – Sep 2019

- Reduced engineering workload ~70% by building self-service BI tools (Query Builder, configurable Indicators, and the Canvas drag-and-drop Dashboard Designer) that let non-engineer teams build client dashboards without hand-written queries.
- Led engineering for HDFC Bank, Goodera's most complex client, for four years, building APIs and pipelines for 8M+ records on its $10M CSR program and earning Employee of the Quarter.
- Extended visualization library with 7 new chart types (FusionCharts), raising engagement 19% and session duration 30%.

EDUCATION

University of California, Los Angeles - Anderson School of Management — Los Angeles, CA
MBA, Full-Time Program — Jul 2024 - Jun 2026

- Specialization: Technology Leadership & AI.
- Honors: Easton Technology Management Fellow; Merit Scholar; Winner – Anderson AI Prompt Challenge '24.
- Leadership: President, Outdoor Adventure Club; VP Professional Development, Women's Business Connection.
- Teaching Assistant: Product Management in Tech Companies – Discovery w/ Prof. Ganesh Shankar (Director, PM, Google).

National Institute of Technology, Rourkela — Rourkela, India
Bachelor of Technology, Computer Science & Engineering — Aug 2014 - Jun 2018

FEATURED PROJECTS

- Sightline: Launched a dive-trip planner that uses Claude to pick out the concerns in divers' plain-English trip requests, catching 87% of them in unseen tests versus 65% for keyword rules, and answers each with sourced evidence.
- ClaimLens: Designed the rollout for an AI prototype that helps health-insurer staff research payment inquiries: phased launch with stop gates, a harm metric beside every success metric, and no unproven ROI claim.
- Watchlist: Launched a job board for product managers that pulls roles from ~3,600 company career sites; when an audit found only 51% were PM roles, narrowed its scope and rebuilt the AI classifier.

ADDITIONAL

- AI & Automation: Claude API (Sonnet, Haiku), prompt engineering, tool calling, structured outputs, golden-set evals, retrieval evaluation, n8n workflow orchestration; familiar with RAG, vector databases, MCP.
- Technical: Python, SQL, TypeScript, React, JavaScript / MERN, MongoDB, Supabase / Postgres, Redis caching, GitHub Actions, REST APIs, AWS EC2 and Amazon Linux; familiar with AWS S3, ECS, EKS, IAM.
- Data & Analytics: ETL/ELT, SprinkleData, Amplitude, Google Analytics, PostHog event instrumentation.
- Product: PRFAQ/PRD, user journey mapping, prototyping, Figma, Framer, Lovable, Jira, Confluence.
- Interests: Scuba diver (115+ dives; PADI Deep, Nitrox & Wreck certified), avid reader, hiker, long-suffering F1 fan.