

Manav Thaker

TECHNICAL PRODUCT LEADER | AI PRODUCT MANAGEMENT | BUILDER AND OPERATOR

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PROFESSIONAL SUMMARY

Product leader with 15 years of experience, 10 in product and 9 in management. I ship production code and I have run companies, which is a rare combination: most product managers cannot build, most builders have not led product strategy, and most of either have never founded a company. I work across AI and machine learning, marketplaces, customer data platforms, and B2B SaaS, with one successful exit and three companies built.

The throughline is taking a product from a vague business problem to a measurable result. At Lovingly that meant an AI transformation business case worth \$6M in ARR opportunity and \$3.6M in net value delivered. At Panso it meant architecting a customer data platform from seed through Series A. At Subziwalla it meant building a marketplace to a successful exit. The work is the same at every level: calibrate the strategy, architect the system, and make the numbers move.

15 years experience | 10 in product | 9 in management | 1 successful exit | 3 companies built

EXPERIENCE

AI Product Manager | Lovingly

Sep 2024 to Sep 2025 | Series B gift marketplace serving 1,500+ local artisan florists

- Built the AI transformation business case that identified \$6M in ARR opportunity and delivered \$3.6M in net value across the program, including \$500K in identified savings.
- Prevented \$400K in annual churn through targeted AI interventions on the support and retention surfaces.
- Analyzed 375K transactions across 628 shops to surface a 13.3% bundle and average-order-value opportunity through behavioral pattern analysis.
- Shipped a support ticket classification model at 94% accuracy and a knowledge-base retrieval system at 95% RAG precision, holding AI response latency under 100ms p50 across 1,000+ tickets per week.
- Led re-platforming of the SHOP and CHECKOUT modules as part of a \$50M to \$200M marketplace transformation vision.
- Drove a +12% customer satisfaction delta and a +27% team productivity delta; cut prototype cycles 60% (days to hours) and reduced downstream data incidents 40%.
- Reached 85% anomaly detection accuracy and saved 80% of time on repetitive PM work (ticket triage, PRDs, test docs) through internal AI tooling.
- Partnered with 10+ engineers, designers, and marketing colleagues to deliver the work (collaborative role, not a management role).

Director of Product | Panso

Jul 2021 to Jun 2024 | Customer experience platform, seed to Series A (\$3.2M raised), 20-person cross-functional team

- Architected CxOS, a Customer Experience Operating System: a customer data platform unifying transaction data from ticketing, point-of-sale, and payment touchpoints into single customer profiles.
- Also positioned as a customer engagement and marketing technology platform, depending on the buyer: engagement campaigns, marketing operations, and customer experience.
- Built and delivered the IKEA Ingka Group partnership for the Saluhall food hall grand opening in San Francisco: 319,950 total footfall (18% over projections) and 1,039 unified customer profiles.
- Grew users 12% month over month and improved unit economics 35%, extending runway 18 months through strategic decisions.
- Built a \$500K+ ARR pipeline and drove a 65% email open rate (roughly 3x the 22% industry average) with an 8% click-through rate.
- Implemented SOC 2 Type II compliance and GDPR-compliant data handling protocols to clear enterprise and Fortune 500 technical reviews.

Founding product leader. Built the platform and the data architecture from the ground up.

Director of Product | Subziwalla

Apr 2017 to Jun 2021 | Direct-to-consumer Indian and South Asian grocery delivery marketplace

- Built the marketplace to a successful exit. Reached 20,000+ active users at peak with 70% retention (roughly 2.3x the 30% industry average) and 40% conversion (against a 15-20% industry norm).
- Drove 180% year-over-year revenue growth in Q3 2019 on 1,000+ daily orders at peak, at 99.2% order accuracy.
- Achieved best-segment unit economics of \$1,000+ LTV against sub-\$10 CAC, a 100:1 LTV/CAC ratio in top cohorts.
- Built an ML order-prediction model at 73% accuracy and cut delivery costs 40%; ran 47 A/B tests on discovery mechanics.
- Led the COVID response: a 1,000% growth spike at the end of March 2020, then sustained 30% month-over-month growth, national shipping expansion covering 75% of selection, team growth to 30, and operational profitability.

Founding product leader and exit. The one company I built that reached a successful acquisition.

Director of Customer Experience | Coqui Coqui Group

Oct 2014 to Oct 2016 | Boutique hospitality group, 4 properties, Yucatan Peninsula, Mexico

- Drove 80% year-over-year revenue growth and a 40% year-over-year retention increase.
- Led a 50+ person team across 10 departments and 4 properties with 0% turnover during tenure.
- Owned the full customer journey across the portfolio, applying service-design principles that later shaped my product work.

SELECTED PROJECTS

Grapevines

- Founder and builder of a career intelligence product: paste a job description, get the people and signals around the hire. B2C tier at \$79/month and an executive tier at \$997.
- Built the full stack: scoring pipeline against a 100-point rubric, company and contact research integrations, and a voice-controlled content and outreach system. 182 LinkedIn prospects tracked through the engine.

Career-OS

- AI career intelligence system built on Claude Code: a 6-dimension scoring framework, automated job evaluation, resume tailoring, application tracking, and interview prep, all reading from a single verified source of truth.

AI Build Portfolio

- Production Python work including an LLM content generation pipeline, a conversational assistant, and a real-time risk monitoring and alerting dashboard.

TEACHING

Product Management Instructor | General Assembly

- Teaches AI-First Product Management (32-hour course) and AI for Product Managers workshops.
- Develops curriculum blending established product practice with generative AI tooling, and mentors professionals moving into product roles.

TECHNICAL SKILLS

Product: Product strategy, roadmapping, user research, A/B testing and statistical analysis, PRDs, OKRs, Agile and Scrum, stakeholder management, go-to-market, service design, customer experience.

AI and ML: Claude and GPT-4 deployment, LLM orchestration, RAG, prompt engineering (50+ production templates with eval harnesses), ML evaluation, function calling, agentic workflows.

Engineering: Python, SQL, APIs, Git, AWS, PostgreSQL, API and SDK design, platform architecture, data pipelines.

Analytics and tools: Amplitude, Mixpanel, Looker, Jira, Figma, Confluence, Notion.

Domains: AI and ML product, marketplace platforms, customer data platforms, B2B SaaS, e-commerce, edtech, hospitality technology, developer tools and APIs.

CERTIFICATIONS

- **Fundamentals of Explainability and AI Ethics**, MIT (2026). LLM-based AI agents; explainability, fairness, and bias detection.
- **Generative AI Engineering**, Microsoft (2026). Generative models, LLMs, multimodal AI, MLOps, responsible AI.
- **RAG and Agentic AI**, IBM (2026). RAG, agentic and multimodal AI, LangChain orchestration, function calling.
- **Google AI Professional Certificate**, Google (2026). Applied AI across research, content, analysis, and coding.
- **Advanced Data Analytics**, Google (2026). Dataset exploration, model building, predictive modeling, statistics.
- **Business Intelligence**, Google (2026). Data visualization and dashboard design for stakeholder needs.
- **Business Foundations**, The Wharton School (2026). Marketing, accounting, operations, and finance.
- **Product Management: An Introduction**, IBM (2025).

