Sayan Gupta

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SUMMARY

AI product leader with 12+ years in enterprise software, including 6.5+ years in product management. Leads the product team for Talview's AI hiring platform ($10M ARR, ~70% of revenue) and takes LLM and agentic products from 0→1 to scale, including a conversational AI interviewer, a skill-ontology recommendation engine and a candidate trust layer. Hands-on with prompts, evals and retrieval, ships UI in code, and works directly with the CEO, board and GTM teams.

EXPERIENCE

Talview **Aug 2021 – Present**

Lead Product Manager, Recruitment Product Line *Bengaluru, India*

AI-native hiring platform used by global enterprises. Charter: AI interviewing, screening, workflow automation, scheduling, assessments, and trust and fraud detection.

Product leadership and strategy

- **Own a $10M ARR product line (~70% of company revenue):** lead the 7-person product team; set roadmap, prioritization and quarterly planning; report strategy and progress to leadership and the board.
- **Drive roadmap with leadership and GTM:** partner with sales, customer success and marketing on launch planning, enterprise deal support and customer escalations; ran 50+ enterprise discovery sessions whose JTBD findings set roadmap priorities.
- **Cut interview no-shows 10% in 4 months:** designed scheduling nudges and behavioral intervention flows, and prioritized them ahead of new feature work.

AI candidate intelligence: skill ontology and recommendation engine

- **Led 0→1 of a candidate recommendation engine with Data Science and Research:** an LLM pipeline extracts skills and supporting evidence from interview transcripts, normalizes them into a skill ontology stored in a graph database, and pairs graph traversal with a search index to match and rank every new candidate entering the pipeline against open roles.
- **Built the eval layer for the pipeline:** golden datasets and stage-level evaluations for skill extraction, ontology mapping and match ranking, run before prompt, model or ontology changes ship.
- **Turned 14 years of interview data into a data moat:** the skill graph is reused across screening, interviewing and evaluation, so each product adds signal to the others.

LLM product quality, safety and trust

- **Own evaluation for three AI products (Ivy, Resume Fitment, Interview Insights):** golden datasets, weekly Label Studio annotation reviews and human-in-the-loop checks; designed the system prompts, guardrails and fine-tuning strategy behind Ivy's conversational behavior.
- **Designed Talview Verity, a candidate trust layer from application to joining:** a five-proof framework (Identity/Humanity, Credential, Context, Claim, Process Integrity) with categorical trust labels; led vendor evaluation of voice-based top-of-funnel screening against the existing Ivy architecture.

AI-native product operating system

- **Built and published a library of Claude agent skills to the company GitHub** covering the product lifecycle: user stories with acceptance criteria and analytics events pushed to Linear, PRDs, Storybook prototypes on the company design system, synthetic-persona usability testing, help-center KB articles, and monthly release notes generated from Linear.
- **Created a UX PR gate for UI changes:** checks design-system compliance, runs accessibility audits (axe-core) and attaches a synthetic-persona usability report before a PR is raised.
- **Ship UI directly in code:** Storybook workbench built with Claude Code and DevPod; commit to GitHub alongside engineering, removing the design-to-engineering handoff step.
- **Saved 8–12 hrs/week of coordination work:** built a chief-of-staff agent and a competitor intelligence agent (Claude, MCP, Notion, Slack, HubSpot), plus a standing competitive and AI-industry monitoring pipeline using parallel agents and web scraping.

Infrrd **Apr 2020 – Aug 2021**

Product Manager, Azibo (US real estate tech) *Bengaluru, India*

- **Grew monthly revenue 233% ($300K to $1M/month):** scaled transaction processing through workflow automation, pricing and retention improvements.
- **Lifted user activation and engagement ~15%:** redesigned enterprise onboarding to shorten time to value.
- **Standardized the PRD-to-sprint process,** aligning engineering and business teams on scope and delivery.

RapidValue Solutions **May 2018 – Apr 2020**
Business Analyst *Bengaluru, India*

- **Delivered 3 enterprise platforms across Indonesia, India and the UK:** a travel OTA, India's largest insurance application and a UK identity verification solution, owned through UAT and go-live.
- **Supported 5+ enterprise deals worth $1M+ each** through pre-sales solutioning across the UK, US and Middle East.

Cognizant Technology Solutions **Nov 2013 – Apr 2017**
Associate, Projects *Bengaluru, India*

- **Led a 7-member team** supporting airline operations systems; improved efficiency with workflow automation and shell-scripted tooling.

INDEPENDENT PROJECTS AND WRITING

- **Khata AI (Founder):** took an expense-tracking PWA for Indian users from concept through GTM and launch; iterated on UX, security and re-engagement with early users.
- **Calibre, Resume Fitment tool:** built independently to work through agent harness design, token management, monetization and unit economics for LLM-native products.
- **Learning Out Loud (Substack):** weekly writing on AI and product management, including the CROSSROADS product teardown series.

SKILLS

Product and Strategy: Product Strategy, 0→1 and Scale, Roadmapping, Prioritization, Go-to-Market, Pricing and Packaging, Board Reporting, Team Leadership, Stakeholder Management, Customer Discovery (JTBD), Vendor Evaluation

AI/ML: LLMs, Agentic Systems, Multi-Agent Orchestration, RAG, Knowledge Graphs, Skill Ontology, Graph Databases, Search and Hybrid Retrieval, Recommendation Systems, Multimodal AI (ASR/NLP), Prompt Engineering, Fine-Tuning, Guardrails

AI Evaluation: LLM Evals, Golden Datasets, Human-in-the-Loop Review, Annotation Pipelines (Label Studio), Pipeline and Ranking Evaluation, AI Safety and Trust

AI-Native Building: Claude Code, Claude Agent Skills, MCP (Model Context Protocol), Storybook, Design Systems, Git/GitHub, DevPod, Accessibility Testing (axe-core), Synthetic User Research

Execution and Analytics: Agile, A/B Testing, Experimentation, Mixpanel, KPI Dashboards, PRDs, User Stories, Release Management

Tools: Linear, Notion, Figma, Slack, HubSpot, Claude Code, Codex, Perplexity, Vercel, v0, Lovable

EDUCATION

Kellogg School of Management, Certified Product Manager 2023
Great Lakes Institute of Management, PGPM, IT Operations and Marketing 2017 – 2018
West Bengal University of Technology, B.Tech, Electronics and Communication Engineering 2009 – 2013