Devashish Shrivastava

Senior Product Manager | Enterprise AI Agents, Platforms & SaaS

Location: Gurugram, India
Open to Bengaluru, Noida, and remote roles across India
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Profile

Senior Product Manager building enterprise AI agents, search, customer analytics, and shared AI capabilities. Product management and ownership experience since January 2017, spanning discovery, strategy, evaluation, pricing, launch, and adoption. Led an AI assistant adopted by 85% of all customer accounts and grew a PM team from 1 to 7. Hands-on in prototyping and enterprise integrations.

Experience

Level AI
Senior Product Manager
Feb 2025 - Present

AI software for customer-experience teams. Scope spans AI agents, customer insights, and shared AI capabilities.

- **AI Workers:** Led discovery, launch, pricing, and adoption for conversational AI agents that help customer-experience teams investigate issues, analyze conversations, and take action in connected tools. Used account and cohort usage data to guide iteration.
- **Unified agent experience:** Replaced choosing among 10+ specialist agents with a unified conversational entry point. Prototyped the experience and led delivery while retaining specialist workflows.
- **Shared AI platform:** Partner with the CEO and CTO on Latitude / Core AI. Own product decisions and evaluation across seven capabilities, balancing quality, latency, reliability, and cost. Improved brand-name recognition in speech from 71% to 95%.
- **Agent interoperability (MCP):** Worked with engineering to make AI Workers available in external AI clients through Model Context Protocol. Addressed long-running requests, timeouts, progress signals, and answer consistency.
- **Voice of Customer:** Redesigned customer-insight discovery through automated insights, explainable classification, and AI-powered questions. Moved from limited to general availability in about five weeks, reaching 14+ customers. Same-cohort sessions rose 3–5x within about one month, sustained for over six months.

Contify
Product Manager
Apr 2022 - Jan 2025

SaaS for enterprise teams tracking markets and competitors. Head of Product remit.

- **Athena AI:** Led vision and launch of an AI assistant answering market and competitor questions using enterprise information and citing sources. Used retrieval-augmented generation (RAG); adopted by 85% of all customer accounts.
- **Search and integrations:** Used customer research and usage data to prioritize search relevance and workflows. Grew enterprise search to 5K daily active users (2.3x) and launched 20+ integrations.
- **Product leadership:** Managed PMs, including hiring and performance reviews; grew the PM team from 1 to 7. Introduced continuous discovery and aligned engineering, design, data science, sales, and marketing around a shared roadmap.

Analec
Product Manager
Apr 2020 - Mar 2022

Software for financial-services teams managing client relationships and research. Product: ClientManager CRM.

- Introduced ongoing customer research and experimentation; product customer satisfaction (CSAT) increased from 55% to 80%.
- Shipped CRM personalization that increased usage 18% and Net Promoter Score (NPS) by 30 points. Launched a reporting module that improved new-customer conversion 12%.

Evalueserve
Senior Business Analyst / Product Owner
Jan 2017 - Apr 2020

Enterprise research and intelligence services. Product: Insightsfirst, a research and intelligence platform.

- Helped take Insightsfirst from concept through a minimum viable product and launch. Secured the first enterprise customer in three months and reached 20+ customers in year one.
- Led cross-functional delivery and launch preparation. Built onboarding and enablement playbooks to help customers adopt the product.

Evalueserve
Business Analyst
Aug 2015 - Dec 2016

- Conducted market research, competitive analysis, and data analysis for global enterprises.

Education

University Institute of Chemical Engineering and Technology, Chandigarh, India
Bachelor of Engineering (B.E.)
Major: Chemical Engineering
Awarded 2014

University Institute of Chemical Engineering and Technology, Chandigarh, India
Master of Business Administration (MBA)
Major: Marketing
Awarded 2015

Both qualifications form the dual-degree program completed between 2010 and 2015.

Skills

Product:
Customer discovery, strategy and roadmaps, pricing, launch, product analytics (Mixpanel)

AI:
Enterprise AI agents, retrieval-augmented generation (RAG), enterprise search, LLM and agent evaluation

Enterprise platforms:
API design and integrations, Model Context Protocol (MCP), access controls, multi-tenant SaaS

Hands-on:
SQL, Python, JavaScript, rapid prototyping

Products & Prototyping

PageWand: Built a browser extension to clean up webpages and capture screenshots.

GridPluck: Built a browser extension to extract webpage tables.

AI workflows: Built reusable agent skills and connected-tool workflows for customer synthesis, usage analysis, product requirements, and visual quality checks.

Prototyping stack: Codex, Cursor, Claude Code, GitHub, and Vercel.