

Devashish Shrivastava

AI Platform Product Leader | Enterprise AI, Search & Agentic Systems

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EXECUTIVE PROFILE

Product leader with **10+ years** building enterprise SaaS and AI products across search, domain-specific models, evaluation systems, and agentic workflows. At Level AI, owns strategy across the AI platform and application layer, leading 15+ application engineers, 5+ ML engineers, and 2 designers. Strong in 0-to-1 strategy, model quality, platform economics, adoption, and commercialization.

SELECTED IMPACT

Agentic AI: Took AI Workers from pre-launch strategy through scale to 70+ active enterprise tenants in a 30-day window and 25K+ platform runs .	Product adoption: Grew weekly active AI Workers users 3.5x in 10 months ; achieved 75% first-month user retention .
Model quality: Improved speech-model brand accuracy from 71% to 95% and delivered five-figure annual infrastructure savings .	Enterprise search: Led a grounded RAG and knowledge-graph assistant to 85% customer adoption ; scaled search to 5K daily active users .

PROFESSIONAL EXPERIENCE

Level AI | Senior Product Manager Feb 2025 - Present
Enterprise CX intelligence and automation platform; product scope spans AI Workers, Voice of Customer, Conversation Intelligence, and Core AI, now branded Latitude.

- Platform leadership:** Own product strategy across agentic applications and the governed AI platform. Partner with the CEO and CTO; lead **15+ application engineers, 5+ ML engineers, and 2 designers** across product experience, model quality, infrastructure, commercialization, and adoption.
- AI Workers, 0-to-1 and scale:** Led customer discovery, product requirements, experience design, roadmap, pricing, GTM, launch, and iteration for an agentic analytics platform. Reached **70+ active enterprise tenants** in a 30-day window and **25K+ cumulative platform runs**.
- Adoption system:** Built success metrics across breadth, depth, retention, and account concentration, using cohort and account-level telemetry to prioritize interventions. Grew weekly active users **3.5x in 10 months**, with **75% first-month retention** among users who tried the product.
- AI quality and platform economics:** Own productization, evaluation systems, and infrastructure economics across seven CX-specific AI capabilities, balancing quality, reliability, latency, cost, privacy, and explainability. Improved speech-model brand accuracy from **71% to 95%** and delivered **five-figure annual infrastructure savings**.
- Voice of Customer and commercialization:** Rebuilt the product around automated insights, explainable classification, and embedded Ask AI. Moved from limited availability to GA in **about five weeks**, rolled out to **14+ customers**, and increased usage **3-5x**. Shipped adjacent AI capabilities tied to a six-figure cross-sell and a six-figure new-logo win.

AI-NATIVE PRODUCT PRACTICE

Hands-on builder: Built a portable PM operating system using agent skills, rules, connected tools, and reusable prototypes for customer-signal synthesis, usage analysis, PRD drafting, stakeholder reporting, and visual QA. Uses SQL, Python, and JavaScript to test product hypotheses.

PROFESSIONAL EXPERIENCE, CONTINUED

Contify | Head of Product

2022 - 2025

Enterprise market and competitive intelligence SaaS platform.

- **Enterprise search and AI insights:** Led vision and launch of a grounded RAG assistant combining enterprise search, a knowledge graph, and multi-model orchestration to answer complex business questions with source evidence. Reached **85% customer adoption**, contributed to an **8% retention lift**, and drove **5% upsell revenue**.
- **Search relevance and integration scale:** Grew enterprise search to **5K daily active users**, a **2.3x increase**, and launched **20+ integrations**. Used telemetry, customer research, and competitive teardowns to prioritize relevance, workflow, and platform investments.
- **Product organization:** Grew the PM team from **1 to 7**, introduced continuous discovery and product operating rhythms, and aligned engineering, design, data science, sales, and marketing around a platform roadmap.

Analec | Product Manager

2020 - 2022

CRM and research workflow SaaS for institutional financial services.

- Established continuous discovery and experimentation, increasing product CSAT from **55% to 80%**; translated customer workflows into a measurable, outcome-led roadmap.
- Shipped CRM personalization that increased usage **18%** and NPS by **30 points**, plus a reporting module that improved new-customer conversion **12%**.

Evalueserve | Product Owner

2015 - 2020

Research and analytics products for global enterprises.

- Built Insightsfirst, a flagship B2B SaaS platform, from concept through MVP and launch; secured the first enterprise customer in **three months** and reached **20+ customers in year one**.
- Led cross-functional delivery and GTM across engineering, design, customer success, and sales; created onboarding and enablement playbooks to move a services-led business toward repeatable product adoption.

CORE CAPABILITIES

AI platforms: Agentic systems, tool use and MCP, RAG, enterprise search, relevance and retrieval, knowledge graphs, model evaluation, AI quality, reliability and trustworthiness, ASR, redaction, intent detection, summarization

Product leadership: End-to-end product strategy, 0-to-1 development, product requirements, roadmap and prioritization, customer research, success metrics, telemetry, experimentation, adoption and retention, pricing, GTM, executive influence

Enterprise and developer foundations: API design and extensibility, multi-tenant SaaS, privacy and compliance, access controls, evidence and explainability, integrations, infrastructure cost, latency and reliability tradeoffs

Technical practice: System design and data flows, product analytics, SQL, Python, JavaScript, Mixpanel, rapid prototyping, AI-assisted development, evaluation design, experiment design

EDUCATION

B.E. Chemical Engineering + MBA Marketing, Dual Degree

2010 - 2015

University Institute of Chemical Engineering and Technology, Chandigarh, India