PAWAN KUMAR POOLLA

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PRODUCT MANAGER | DATA PLATFORMS & AI PRODUCTS

Product leader building platforms at scale. Shipped GenAI products serving 45K+ users, content platforms supporting 600+ creators, and customer service systems handling 74M contacts at Amazon. Deep technical expertise in data platforms, ML, and analytics. 10+ years driving cross-functional teams and delivering measurable impact ($27M+)

EXPERIENCE

AMAZON, Product Manager - GenAI & Technical Products **Sep 2020 – Present**

ChatOPS - Operations AI Assistant (45K+ MAUs)

- Shipped GenAI-powered text-to-SQL agent using Claude Sonnet 3.7 to democratize data access for 45K+ operations leaders; achieved 87% query success rate through custom prompt engineering and metadata-aware context retrieval
- Architected data integration strategy integrating 8+ operational databases (capacity, cost, inventory) through partnership with data teams across Finance, Robotics and Operations

Content Management Platform (21K Documents, 600+ Content Managers)

- Launched in-app notifications reducing content approval time by 20% and streamlining communications for 600+ content managers across operations
- Shipped automated glossary tagging functionality achieving 35-minute reduction in publishing workflow and enhancing content consistency across platform
- Facilitated cross-functional roadmap planning workshop with Product, Engineering, and Operations teams, identifying 15 customer pain points to shape 2025 product strategy

Customer Service Platform (74M Annual Contacts, 21 Countries)

- Launched discretionary gift card feature through full product lifecycle (user research, UX design, A/B testing, phased rollout across 21 countries), driving 4.4% platform adoption increase (3.3M additional annual contacts)

Operations Analytics & Data Products (413 Facilities across NA & EU)

- Launched feature to improve workstation throughput (packages-per-hour) by 23% across 169 robotic fulfillment centers through novel "containers signed in" metric discovery
- Led data science partnership to validate metric via correlation analysis; defined product requirements for network-wide deployment
- Built automated analytics workflow surfacing top 10 network optimization opportunities across 244 middle-mile facilities in EU, delivering €12.5M in cost savings

MATHCO, Product Manager - Data & Analytics Products **Feb 2017 – June 2019**

Series A funded enterprise AI company building products for Fortune-500 clients

- Shipped loan default prediction model for financial services client, reducing defaults by ~10% ($2.3M impact) through ensemble ML system integrating application, bureau, and field data; owned end-to-end product lifecycle from architecture to deployment
- Launched ML-powered churn prediction product for leading US auto insurer, improving targeting accuracy 3.2x while reducing target audience by 80%;
- Built demand forecasting platform for AB InBev across 40+ brands (US, Brazil, China), delivering $25M in savings through hybrid ML system combining time-series and causal models; reduced forecasting error by 18%

MU SIGMA INC, Senior Data Scientist → Associate Manager **July 2012 – Dec 2016**

Sequoia-funded AI and big data unicorn startup serving Fortune 500 clients

- Developed predictive ML model for US retailer (650 locations) identifying $15M in growth opportunities through analysis of 15+ operational variables; delivered actionable recommendations for marketing spend and staffing strategy
- Shipped A/B testing analytics platform for eBay, reducing campaign evaluation time by 25% and optimizing $120M in annual marketing spend across US, UK, Germany, and Australia; enabled marketing teams to self-serve experiment analysis
- Built product performance system for fashion retailer modcloth.com enabling data-driven stocking decisions across thousands of SKUs through multi-factor scoring

EDUCATION

University of Oxford, Saïd Business School | MBA **2019 – 2020**

Indian Institute of Technology (BHU) | Bachelor of Technology **2008 – 2012**

SKILLS

GenAI/LLM: Claude, GPT-5, LangChain/Graph, RAG, Prompt Engineering, Text-to-SQL, Vector Databases (Pinecone), Fine-tuning, Vibe-coding with Cursor, Lovable, Claude Code

ML/Data: Python, SQL, TensorFlow, Scikit-learn, Statistical Modeling, A/B Testing, ETL Pipelines, AWS (SageMaker, Redshift)

Product: Product strategy, Roadmap management, PRD writing, User research, Crossfunctional Stakeholder management, Data product design, Self-service analytics, Figma, JIRA, Mixpanel

Projects

Shipped Products: Keenminder (keenminder.lovable.app) - AI notes app built with Cursor and Lovable; Supabase (auth/backend), Pinecone (vector search); live production deployment
Prototypes: LLM Agent for Access Control (internal hackathon) - Built guardrail system for Amazon's bulk concessions tool using prompt engineering to prevent misuse; Guestpath Orchestrator- guest intelligence platform