

Nipun Sharma | Product Manager (AI)

Gurugram, India • nipun.cps@gmail.com • +91 8826523773 • [LinkedIn](#)

About

AI-focused Product Manager with 3+ years of experience building **GenAI platforms** and data-driven systems at scale. Proven track record in developing **AI safety and compliance** capabilities and enabling enterprise-ready AI deployments across multiple providers. Experienced in designing optimization frameworks to improve **system performance** and reliability. Strong ability to translate complex systems into scalable, user-facing product experiences. Background in **UX research** brings structured problem-solving and a user-centric approach to product development.

Experience

Sprinklr

Associate Product Manager

Gurugram, HR

October '24 – Present

- Led product development for **AI+ Studio**, a centralized platform for configuring and deploying GenAI use cases across multiple AI providers
- Built **AI guardrails** as a platform capability, providing configurable safety controls across GenAI use cases; benchmarked against industry standards with strong accuracy
- Defined **PII masking** capability using AI-based detection and regex rules to prevent sensitive data from reaching LLMs; implemented secure masking and demasking flows across GenAI use cases for **1400+** clients
- Defined and executed a **phased migration strategy** for GenAI use cases across **200+** clients to ensure compliance with **GDPR** and **EU data residency requirements**, enabling transition across providers without service disruption
- Built **AI reporting** & analytics system enabling enterprise clients and internal teams to monitor and analyze GenAI usage, cost, & error patterns across providers; delivering **self-service** visibility & control over AI consumption.
- Collaborated with cross-functional teams and engineering to deliver platform capabilities; owned Product Documentation; conducted RCA, debugging, and issue resolution, driving fixes and stakeholder communication.

Stanza Living

Associate Product Manager

Gurugram, HR

March '24 – October '24

- Led development of **digital onboarding workflows** for property operations, improving readiness and reducing manual dependencies
- Standardized operational processes by defining SOPs and integrating cross-platform systems, reducing turnaround time (TAT) by **~35%**
- Built **workflow automation modules** to streamline operations, improve data accuracy, and reduce manual effort, increasing overall efficiency by **~20%**
- Leveraged analytics to monitor user behavior and operational metrics, driving data-backed improvements and increasing process efficiency by **~25%**

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Product Researcher

Bengaluru, Karnataka

Jan '22 – January '24

- Conducted **user research and usability testing** to identify pain points and inform product decisions across key user workflows
- Introduced **Ledger feature** enabling 80,000+ businesses to access and download transaction records, improving financial transparency and usability
- Implemented **GST verification system** using third-party APIs, reducing risk of duplicate tax payments for **~22%** of users

Education

Delhi Technological University

Bachelor's in Design (B.Des.) GPA: 8.43

Relevant Coursework: Interaction Design (HCI)

Delhi, India

May 2022

Skills

Product & Execution: Product Strategy, Requirement Definition, Backlog Prioritization, Agile/Scrum, Cross-functional Collaboration, Stakeholder Management

AI & Systems: GenAI Product Development, AI Guardrails & Safety, Model Evaluation, Prompt Engineering

Data & Optimization: Data Analysis, AI Usage & Cost Optimization, Telemetry & Reporting

Technical & Systems: API Integrations, Workflow Automation, System Design Thinking

UX: User Research, Usability Testing, Wireframing, Design Thinking