

# HENI BHUNGALIA

Product Manager | Greater Seattle Area

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## PROFESSIONAL SUMMARY

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AI Product Manager with 5+ years shipping LLM and GenAI products from concept to production. Specialized in AI product development, B2B SaaS road-mapping, and cross-functional delivery. Proven results: 57-60% month-1 retention (vs. 20-30% industry avg), 40% delivery cadence improvement, 100K+ app downloads.

## WORK EXPERIENCE

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**AI20 Labs** Seattle, WA

*Product Manager* May 2025 - Present

- Led product across 3 concurrent AI platforms: DreamCRM, ZeroGPU, and Unirac Solar portal, collaborating directly with CEO and founders; achieved 40% improvement in delivery cadence via Agile and OKR framework.
- Built DreamCRM: shipped 4 AI features (Gmail Sync, LinkedIn Sync, AI-suggested actions, AI email drafting), cleared Google CASA Tier 2 OAuth, achieved 57-60% month-1 retention vs. 20-30% industry average.
- Improved onboarding completion from 17% to 50% through Post Hog funnel analysis and iterative A/B testing.
- Defined ZeroGPU Developer and Edge Operator portal strategy; validated API architecture via Postman; roadmap directly contributed to pre-seed/seed funding secured.
- Redesigning Unirac Solar's installer portal in 90 days using AI-assisted design tools; collapsed a 22-step BOM workflow into a single 8-input dashboard with live editable BOM, cutting interactions by 55%.

**Northeastern University** Seattle, WA

*Product & Research Lead* Jun 2023 - May 2025

- Led end-to-end development of CAMD's public research platform through a US-Italy international collaboration; published peer-reviewed research at DRS 2024, achieving 1,241+ downloads within first year.
- Sole designer and developer on platform; presented design options to research leads, cleared university accessibility and compliance standards, delivering a platform showcased at a design research conference

**Peapod Digital Labs (Ahold Delhaize)** Quincy, MA

*Technical Product Developer(Co-op)* Jan 2022 - Jun 2022

- Rebuilt Stop & Shop search and discovery infrastructure, improving relevance ranking and faceted filtering to drive a 30% increase in order conversion rates.
- Optimized 'Weekly Ads' and 'Digital Coupons' features by 20%; boosted customer engagement by 25% via experimentation frameworks.

**Invica Infotech** Surat, GJ

*Product Manager, Mobile* May 2019 - Nov 2020

- Owned end-to-end product roadmap for a consumer mobile app achieving 100K+ downloads, a 4.5-star rating, and 4,790+ user reviews; drove prioritization through RICE scoring and customer discovery.
- Reduced release cycle by 20% and improved 30-day user retention by identifying and resolving top funnel drop-off points through analytics and user feedback loops.

## TECHNICAL SKILLS & TOOLS

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**AI/ML & Product:** LLM Product Development, Generative AI, Prompt Engineering, Agentic AI Workflows, RESTful APIs, SQL, Python, System Architecture, BRD Writing, Product Strategy, Roadmapping, OKRs, GTM Strategy, KPI Tracking, Backlog Prioritization, RICE/MoSCoW, Customer Discovery, Market Analysis, Agile & Scrum, A/B Testing, Experimentation Frameworks, Cross-Functional Leadership, Stakeholder Management

**Analytics & Tools:** PostHog, Amplitude, Mixpanel, Looker, Tableau, Google Analytics, Jira, Salesforce, Figma

## EDUCATION

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**M.S. in Information Systems, Northeastern University** Jan 2021 - Apr 2023

**B.E. in Computer Science, Gujarat Technological University** Aug 2015 - May 2018

**Certifications:** IBM AI Product Manager & Google Advanced Data Analytics | *Coursera Plus*