

Product leader who turns ambiguous technical capabilities into products customers pay for. 13+ years owning product vision and P&L outcomes — from an AI avatar platform reaching 35M US users (Webtoon) and 15M+ via game studios, to a \$1.2B renewal engine at Autodesk and the self-serve strategy that lifted Intercom revenue 20%.

EXPERIENCE

Genies

San Francisco / Hybrid

Lead Product Manager

| Sep 2024 – June 2026

- Designed the Webtoon Stage 1 experience for 35M US MAU — AI characters, interactive chat, collectible reward loops. June 30 US launch targeting 160M worldwide; Disney voice expansion planned this year.
- Launched Art Forge SDK, a 0-to-1 digital asset platform adopted across all product lines, enabling 15M+ game developers and users to create, trade, and own digital assets through the marketplace.
- Led two AI-native products (Avatar Autogen, Genies Hub) that replaced third-party 3D dependencies. Grew monthly retention from 20% to 40% and lifted session time 80% by owning UX across visual quality, LOD, animation, and behavior.
- Architected the foundational Inventory System and Login & Permissions across consumer, developer, and enterprise personas, increasing P0 on-time delivery by 45% through quarterly resourcing councils established post-reorg.

Intercom

San Francisco / Hybrid

Lead Technical Product Manager

| Feb 2023 – Aug 2024

- Unlocked 20% revenue increase by designing the Self-Serve purchasing experience end-to-end, enabling autonomous upgrades and eliminating the sales-assist bottleneck.
- Launched Fin AI with usage-based pricing; product cut clients' support tickets 25% and became Intercom's flagship offering within two quarters.
- Automated 70% of manual financial reporting, giving the exec team real-time revenue visibility for the first time.
- Nearly 2x'd delivery velocity by chairing Steering Committees that realigned OKRs and broke a prioritization deadlock between finance and product.

Glassdoor

San Francisco

Lead Engineering Program Manager

| Aug 2019 – Feb 2023

- Fueled a 60% surge in job applications by defining the Glassdoor–Indeed merger integration strategy: cross-listed jobs and company reviews across both platforms.
- Increased experimentation throughput 200% by rebuilding the A/B testing stack with feature flags, standardized test design, and self-serve real-time results.
- Doubled platform SLAs by assembling a Tiger Team to overhaul architecture and observability.
- Stood up Glassdoor's first PMO; delivery velocity rose 20% quarter-over-quarter.

Autodesk

San Francisco

Senior Product Manager — Advanced Analytics & ML

| Oct 2016 – Jul 2019

- Created an ML-powered analytics portfolio that increased customer lifetime value 8% and contributed to \$1.2B in subscription renewals (15% YoY).
- Cut time-to-value 80% and lifted retention 25% by redesigning onboarding after finding 60% of churn occurred in the first 30 days.

Product Manager — E-commerce

| Mar 2013 – Oct 2016

- Shipped Autodesk's first self-service portal, eliminating support dependency for license and subscription management.
- Slashed purchase-to-use time 50% by defining the licensing API strategy that removed serial-number activation entirely.

CORE COMPETENCIES

Product Strategy: 0-to-1 products, portfolio strategy, roadmapping, pricing and packaging, product-led growth, experimentation

AI & Platform: LLM-powered products, avatar platforms, software development kits (SDKs), AI-powered generation systems, WebGL, Unity

Monetization: Self-serve commerce, usage-based pricing, digital asset ecosystems, marketplace models, partner monetization

Go-to-Market: Product launches, go-to-market strategy, developer experience, partner enablement, expansion strategy

Leadership: Cross-functional leadership, OKR alignment, executive communication, stakeholder management, program governance

EDUCATION

Carnegie Mellon University — Masters in Information Systems Management

Rajiv Gandhi University — Bachelors in Electronics Engineering