

KALYANI MANTRALA

AI-Enabled Product Manager | SAFe Agile Scrum Master | Enterprise SaaS Products

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Summary

Senior Product Manager and SAFe Agile Scrum Master with 8+ years of experience driving enterprise SaaS products, API modernization, and Agile delivery across global teams. Delivered 20% product adoption growth, 30% CSAT improvement, and 28% velocity gains. Experienced in AI-enabled product management, Generative AI, RAG-based knowledge systems, and conversational AI platforms.

Projects

Enterprise AI Knowledge Assistant 05/2026

- Built an AI-powered enterprise knowledge assistant using Claude, RAG architecture, and conversational AI to improve intelligent enterprise information discovery.

AI Product Discovery Assistant 02/2026

- Built an AI-enabled product discovery assistant leveraging Generative AI and conversational workflows to accelerate market research and feature ideation.

Experience

Professional Sabbatical & AI Specialization Hyderabad
AI product manager 08/2025 - Present

- Built AI-powered enterprise knowledge and product discovery solutions using Claude, conversational AI, and RAG-based workflows.
- Completed hands-on learning in Generative AI, Agentic Workflows, AI Agents, and enterprise AI product strategy through Great Learning.
- Built AI-powered enterprise knowledge and product discovery solutions using Claude, conversational AI, and RAG-based workflows.

MyComplianceOffice Hyderabad
Technical Product Manager 03/2024 - 07/2025

- Led enterprise SaaS product delivery across cross-functional teams, driving roadmap execution, API modernization, and platform scalability
- Increased product adoption by 20% and improved CSAT from 4.0 to 4.4 through customer discovery and usability optimization
- Delivered 6 strategic epics aligned to OKRs using RICE prioritization while accelerating Agile delivery across business functions
- Reduced issue resolution time by 36% and rework by 60% through workflow automation, process optimization, and enhanced API observability

NESS Technologies Pvt Ltd Hyderabad
Senior Product Owner 01/2019 - 02/2024

- Delivered SOAP-to-REST API transformation across 10+ sprints, strengthening platform scalability, enterprise integrations, and customer workflows
- Improved product adoption by 20%, CSAT by 30%, and team velocity by 28% through customer-focused enhancements and structured Agile execution

Saboo Motors Hyderabad
Product Owner 01/2019 - 11/2019

- Supported Agile product delivery across concurrent projects through user research, stakeholder collaboration, backlog refinement, and Scrum ceremonies.
- Improved release efficiency by 30% through streamlined sprint execution and structured acceptance criteria

Career Transition & Product Management Upskilling
Freelancer 03/2017 - 12/2018

- Product Management-Upgrad

IBM & Infosys Sydney & Hyderabad
Scrum Project Manager 02/2007 - 02/2017

Skills

AI Product & Agile Skills:

Claude • AI Agents • RAG Architecture • Prompt Engineering • Conversational AI • Enterprise AI Systems • Scrum • SAFe Agile • Agile Ceremonies • Sprint Planning • Backlog Refinement • AI-Enabled Product Management • Conversational AI • Product Strategy & Roadmapping • Enterprise SaaS • API Modernization • Agile Product Delivery • PI Planning • Stakeholder Management • Cross-Functional Leadership

Education

Jawaharlal Nehru Technological University Hyderabad, India
Bachelor of Technology (Electrical & Electronics Engineering) 2006

Certifications

Market research and competition analysis — Microsoft

Claude 101 & AI fluency — Anthropic

SaaS and Cloud computing, Introduction to Analytics — Great Learning

API fundamentals — Vedantu Learning

Gen AI fundamentals — Databricks

SAFE Agilist & SSPO certification — Scrum Alliaz