

HARIHARAN V (Hari)

Senior Product Manager | AI Agents & Conversational Products | B2B & B2C | 0-to-1

Bengaluru, India (open to remote) | +91 98841 42881 | vhharan1@gmail.com | [linkedin.com/in/vhharan1](https://www.linkedin.com/in/vhharan1)
vhharan1.github.io/convexa-teardown - Convexa product architecture teardown

SUMMARY

Senior Product Manager, **9 years in product** across AI, gaming and commerce, now building AI agents. At Nagent I own Convexa end to end - a conversational execution agent I **defined as more than a RAG chatbot** and took to MVP with its **first paying enterprise customer**, on a system-prompt architecture and evaluation suite I designed, plus its pricing, product-led growth motion and go-to-market.

Earlier, grew Mobile Premier League's Call Break into a **top-3 revenue-generating game** leading a **15-person team**. Fifteen years in tech; moved into product in 2017 from product marketing and growth.

SKILLS

Product: Product Strategy, Roadmapping, PRDs (product requirements documents) & specs, 0-to-1 delivery, product-led growth (PLG), A/B testing & experimentation, product analytics, instrumentation & tracking plans, SQL, onboarding & activation, lifecycle & CRM marketing, go-to-market, pricing & packaging, competitive strategy, stakeholder management, user research, Agile / Scrum, OKRs & KPIs

AI: Agent architecture, system-prompt design & prompt engineering, guardrails & safety, prompt-injection resistance, grounding, RAG (retrieval-augmented generation) & hybrid retrieval (BM25 + semantic), model evaluation (golden datasets, regression, LLM-as-judge), LLMs (large language models), voice AI / text-to-speech, multimodal integration (text, image, voice, video), human-in-the-loop autonomy, tool-calling & partner integrations, ML feature definition with data science

Leadership: Owning products end to end, cross-functional teams up to 15, AI-assisted prototyping & delivery

EXPERIENCE

Nagent AI - Senior Product Manager (Product Owner, Convexa platform)

May 2026 - Present | Bengaluru

- Own Convexa, an AI conversational execution agent (B2B and B2C), end to end. **Set its direction from the start:** not a "RAG knowledge chatbot" but an agent that qualifies a lead, syncs the CRM and hands off scheduling in one conversation. Took it to MVP with its **first paying enterprise customer**, a deal I ran from proof-of-concept through security review. In production it has handled **500+ conversations** with **under 10% unanswered**.
- Cut median **time-to-first-token (TTFT)** from **4.7s to 1.2s**: migrated the knowledge base from PDF/TEXT to **JSONL with metadata tags** for hybrid BM25 + semantic retrieval, bounded conversation context to the last 5 turns, and cached the compiled system prompt so guardrails and other static context are not reprocessed every message - cutting latency and LLM cost together. Responses stream token-by-token.
- Designed the platform's system-prompt architecture: a per-customer prompt compiled and versioned at deploy time from core guardrails, brand and tone, 8 intent modules, an admin-extensible 9th custom-intent module, an intent router and fallback policies - **nothing hand-written per customer**, and a new customer goes **live in under 10 minutes**.
- Set a three-level guardrail precedence - admin-authored text validated against core before going live - and made **strict grounding** the wedge: the agent says "I don't know" rather than guessing. Built a **golden-dataset eval suite** (regression + LLM-as-judge) **gating every release**.
- Cut onboarding from an 8-step wizard to a single intent-capture screen**, full clarity in **under 4 clicks**, after benchmarking **16 competitor platforms**.
- Set the **product-led growth motion**: three self-serve tiers plus Enterprise, **usage-based pricing billed per conversation** rather than per seat, a \$1 / 14-day trial, and a deploy-only paywall.
- Authored the **go-to-market source of truth** (16-competitor matrix, market map, CRM-based ICP, positioning, launch plan), and specified the **Composio HubSpot integration** (bi-directional CRM sync, routing rules, deal-vs-ticket split, lead-quality write-back) feeding the per-conversation quota behind metered billing.
- Ran **multi-model integration** across text, image, voice and video (OpenAI, Anthropic, Google Imagen 4, ElevenLabs), including an **AI apparel try-on module** that keeps consistent model identity per catalog, exported to 7 channel formats.

Professional Development (Career Break) - Full-time technical upskilling

Jul 2025 - Apr 2026 | Bengaluru

- Reskilled into AI product after India's 2025 ban on real-money online gaming closed most of the sector I had worked in. Took a Python full-stack program (Python, Django/Flask, SQL, web fundamentals) to spec and prototype LLM and agent features, alongside competitor teardowns and prototype work.

Book My Game - Head of Product

Jan 2025 - Jun 2025 | Bengaluru

- Led the 0-to-1 build of Rummy (Points, Pool, Deals), Ludo and Fantasy Cricket, owning the game design documents that aligned tech, design and compliance.
- Ran the full lifecycle across product, UX, QA, tech partnerships and legal, and delivered a fully spec'd, test-ready multi-game suite; the company wound down as India moved to ban real-money online gaming.

Kratos Gaming Network (KGeN) - Product Manager

Apr 2024 - Dec 2024 | Bengaluru

- Built the MVP for blockchain-based casual games, including a fully built biometric onboarding flow - edge cases included - to verify the app's existing 18M+ users; cut first-time-user drop-off 28% and lifted LTV 14% through leaderboards and live engagement. Scoped a partner integration API before the studio pivoted off casual games in late 2024.

11Wizards - Product Manager (contract)

Sep 2023 - Jan 2024 | London, UK (remote)

- Shipped 10+ lineup-prediction features across 100+ app screens in 0-to-1 mode, reaching IPL launch readiness in about 6 months against a 9-month norm, and QA-validated the core T20 prediction model for accuracy at MVP.

Mobile Premier League (MPL) - Product Manager

Jun 2021 - Sep 2023 | Bengaluru

- Scaled Call Break into a **top-3 revenue-generating game** across MPL, **roughly 25% of company revenue**, within 24 months (roughly 100K DAU); won the **Best Team Award** for H2 2022, and expanded it from a single format into a multi-format line (Tournaments, Fantasy, Trump, Rapid, F2P) leading a 15-member cross-functional team.
- Redesigned matchmaking economics: cross-stake lobbies matching lower-stake players into higher-stake pots to raise **contribution margin per game**, with an automatic loss-threshold cut-off to block farming; quarterly CM1 growth rose from **about 3% to a 48% peak**, alongside **roughly 80% more organic funnel entries**.
- Spec'd supervised ML models with data science (next-move, churn and LTV prediction, plus new-user score guidance); took **GMV retention from 66% to 102%** and **user retention from 40% to 58%** over 24 months, and lifted gross-profit-per-user 10% across 20+ data-driven features.
- Enforced **10+ fraud indicators** (multi-accounting, hand analyzer, collusion checks), **cut recurring tech tickets roughly 5x** to a stable release, drove chargeback and payment-dispute handling with the wallet team, and analyzed 20+ competitors and 5,000+ voice-of-customer inputs.

RK Group - Product Manager

Dec 2019 - Sep 2020 | Bengaluru

- Ran a **0-to-1 refurbished-phone business** as a seller on Udaan - owned pricing, sales operations, warehouse ops and stock and payment reconciliation, and liaised with the Amazon India Used Phones team; scaled from **0 to 10,000+ units in 4 months** at **under 3% returns**, leading a 3-10 person team.
- Held **P&L for cross-border sales on Backmarket (France)**, lifting margins 40% and moving the line from a **20% loss to 8% profit**; wrote the BRD, UI wireframes and UAT plans for the customer and admin modules. The used-phone division closed during COVID-19.

Licious - Product Manager

Jun 2017 - Apr 2018 | Bengaluru

- Restructured the catalog taxonomy for discoverability and conversion: **+50% growth**, **+60% product-page impressions**, **-40% order cancellations**.
- Rebuilt a **5-step checkout into 2 steps** for **-50% drop-offs**, +60% sessions and **-80% bounce rate**; redesigning login around purchase intent cut launch drop-offs another 50%.
- Shipped a **25-rule couponing engine** that **lifted DAU roughly 10x** and built the **referral program** (referrals +20%); owned **CleverTap and WebEngage** for segmentation, and **cut support calls 50%** with an SMS and live-tracking redesign.

ADDITIONAL EXPERIENCE

- Other early-stage roles (2018-2021):** Business Head at a hyper-local grocery startup (3 verticals, 20-person team); Product Manager at a no-code app platform (lifecycle campaigns, 25% dormant-customer revival); freelance process-automation consulting (3-10x lead pipeline). Several ended as the companies wound down.
- Manthan** - Associate Product Marketing Manager (2016-2017): go-to-market programs, sales enablement and SEO/SEM across global markets.
- Zoho Corporation** - Product Marketing Analyst (2009-2016): identified USD 7M of opportunity in Identity and Access Management; grew organic traffic 200% across 6+ products.

TOOLS & TECHNOLOGIES

AI: OpenAI and Anthropic APIs; Claude Code; GPT Builder; Composio (tool-calling); Google Imagen 4; ElevenLabs; Pinecone; hybrid search (BM25 + semantic); RAG; n8n; Zapier

Product & Design: Figma; FigJam; Miro; Jira; Confluence; Linear; Notion · **Analytics:** SQL; Tableau · **CRM & Lifecycle:** HubSpot; CleverTap; WebEngage

EDUCATION AND CERTIFICATIONS

M.Sc, Visual Communication - Loyola College, Chennai (2008) | **B.Sc, Visual Communication** - SRM Arts & Science College, Chennai (2006)

Full-Stack Development Program (Python) - QSpiders (2025-2026, in progress) | Product and Growth Program - GrowthX (2022) | IAMA Certified Online Marketing Professional (2015)