

Ashutosh Nagaria

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AI Product Manager with hands-on experience in Agentic AI, Knowledge Graphs, and Enterprise SaaS. End-to-end ownership of AI product delivery, from 0→1 through GA.

Experience

- ServiceNow** April 2024 to Present
Product Manager, Unified Employee Experiences Hyderabad, India
- Led **EmployeeWorks** from **0 to GA in 6 months**, an AI-native employee experience, scaling to **10 enterprise pilots** and **1M+ end users**. Partnered with the Moveworks team to extend Moveworks' conversational AI into Employee Slate, resolving employee-experience questions it previously couldn't answer.
 - Owned the **EmployeeWorks** native mobile app roadmap end to end, driving the web-first architecture decision to avoid duplicating native builds, leading a full UI redesign, and partnering with the platform team on caching that improved perceived performance by **24%**.
 - Built a modular, reusable experience layer (Notifications, Feedback, Requests, Org Chart, Profile) within Employee Center, EC Pro and Mobile (**4,500+ customers**), enabling internal business units (HR, IT, Workplace Services, Legal) to build domain-specific features.
 - Owned the Notifications experience end to end across portal, Teams, and Outlook, scaling to **250M+ monthly sends** across **5,000+ deployments** at **95%+ adoption**, and grew Feedback to **60%** of eligible deployments (**900 of 1,500** customers), a recurring factor in renewal conversations.
 - Built the People Finder AI Agent, parsing **20+ natural language intents**. Chose a knowledge graph over vector RAG; gated release at **90%+ accuracy** across a 100-case eval suite benchmarked on Gemini, GPT-4, and Claude.
 - Sunset** an AI triage agent for flagging action-required items after evaluation showed **token cost** and **latency** made it infeasible at scale, redirecting the team before further build cost.
 - Owned My Requests, partnering with engineering on an architecture rebuild that cut recurring case tasks from about **100/year** (mostly P1/P2) to about **10/year** (mostly P3).
 - Ran cross-functional delivery across 2 scrum teams (**16 engineers**), 5 designers and documentation team.

- ServiceNow** April 2023 to May 2023
Product Management Intern Hyderabad, India
- Ran qualitative research on Now Mobile adoption blockers; findings converted to a fast-track full-time offer.
- Tata Consultancy Services (TCS): Digitate** November 2020 to May 2022
Agile Quality Assurance Engineer Pune, India (Remote)
- Ran functional, regression, and web testing across AI-powered product surfaces at Digitate, an AI startup acquired by TCS; partnered with development teams to resolve defects and ensure release readiness.

Projects

- Enterprise Policy Connector: RAG-Based Governed Retrieval** [GitHub](#)
- Built a **RAG** system over Google Drive APIs (local embeddings, ChromaDB, Claude API) that answers policy questions with cited sources while enforcing zone- and role-based access control at the point of retrieval, not after generation. Chose RAG over a fine-tuned model to keep policy content editable without retraining.
- Cross-Jurisdiction Compliance Agent: Architecture Comparison** [GitHub](#)
- Benchmarked **3 AI architectures** (RAG, LangGraph agentic pipeline with per-claim verification, deterministic rule lookup) on the same **90-question** compliance benchmark across **5 jurisdictions** (EU, India, California, Brazil, Singapore). Found deterministic lookup wins decisively on fixed-answer questions, while RAG's advantage only shows up on adversarial claims and drafting, a governance-relevant tradeoff for AI-assisted compliance products.

Skills

AI and Technical: LLMs, AI Agents, Agentic Workflows, **RAG**, MCP, **Knowledge Graphs**, **Evals** and Benchmarking, Prompt Engineering, Claude API
Product: 0 to 1, Product Strategy, PRDs, Multi-Tenant Enterprise SaaS, AI Governance, Experimentation and Pilots, Customer Discovery, KPIs and Telemetry, GTM
Tools: Claude Code, Gemini, Cursor, GitHub, Jira, ServiceNow Platform

Education

IMT Ghaziabad July 2022 to March 2024
MBA, Marketing and Information Technology (Coursework: Tech Strategy, GTM, Pricing for Value) Ghaziabad, India

Medicaps University July 2016 to May 2020
B.Tech, Electronics and Communication Engineering (Specialization: Computer Technology) Indore, India

Leadership and Extracurricular

- National Finalist (Top 5), Reckitt Global Challenge 2023** (MD-level presentation, NDTV telecast).
- Rank 1**, Mind the Product (IIT Roorkee) and Startup Sprint (Master's Union), 2023.