# Aditi Phadnis

**Product Manager | Automation | Agentic AI**

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Product leader with 14+ years of experience, specializing in **AI-driven automation**, **RPA**, and **Agentic AI** frameworks like **CrewAI**, **LangGraph**, and **LangChain**. I've led the design of self-healing workflows, bot anomaly detection, and support tools that reduced manual triage by 20%+. While my recent focus is **U.S. healthcare**, my expertise applies across industries—detecting **fraud in fintech**, **streamlining order fulfillment in logistics**, and **automating returns and customer support in e-commerce**—by optimizing workflows, reducing errors, and enabling intelligent, scalable automation. Took ownership of end-to-end product lifecycle, ensuring accountability for deliverables and measurable impacts.

## Skills

**Full-cycle Product Strategy** — from **discovery to launch and beyond** with impact-driven outcomes
**Agile & Scrum Leadership** — , daily scrum meetings, iterative product delivery, agile ceremonies
**Product management tasks**- requirements gathering, user feedback, problem solving, refining product requirements, partnering with **cross-functional teams**
**AI-First Product Thinking** — integrating ML models, understanding Agentic AI frameworks- **LangChain**, **LangGraph**
**Data-led Decisions** — using insights, **KPIs**, and **BI tools**, experimentation **(A/B testing)**
**UX/UI Collaboration** — leveraging Figma, Adobe XD, Balsamiq for **product design**.
**Prompt Engineering** — crafting **LLM** prompts that drive accurate, useful responses.
**Technical acumen** — in **SaaS architectures**, cloud platforms (**AWS, Google Cloud**)
**Stakeholder management & executive communications**- Strong communication skills, *presenting complex data insights to executives and key stakeholders.*

## Work History

### Product Manager                                           July 2022 - Present
*Element5, Chennai*

**1. Auto Hub – Intelligent Automation Control Center with Human-in-the-Loop Support**

- **Situation:** Clients faced challenges managing **automation exceptions**, lacked visibility into failures, and had no secure way to intervene in workflows or manage third-party credentials--leading to increased dependency on support and delays in resolution.
- **Task:** Design a centralized control center to monitor automation health, securely manage integrations, and enable **human intervention** where automation fails or requires review.
- **Action:** Led the product development of Auto Hub, a **real-time dashboard** that empowers clients to **visualize automation performance** and interact with failed or stuck workflows.
  - Implemented dashboard visualizations for success/failure trends and transaction statuses.
  - Added secrets management for secure handling of third-party credentials (e.g., payers, EHRs).
  - Built manual override tools to terminate workflows or mark transactions as done/undone -- enabling **human-in-the-loop** intervention for high-risk or ambiguous cases.
  - Worked cross-functionally with **engineering**, **QA**, and **support teams** to align features with real-world Healthcare client use cases.
  - Defined and tracked **success metrics** (e.g., **resolution rate**, **escalation reduction**).
- **Result:** Auto Hub was adopted by **100%** of clients while ARE solution **reduced support escalations by 20%**. Resulted in **40%** improvement in resolution of automation issues via self-service and auto-healing.

**2. Driving Automation Strategy in Revenue Cycle Management (RCM)**

**Situation:** Manual RCM processes (eligibility, authorization, claims) were time-consuming and error-prone for home health providers.

**Task:** Create strategic product initiatives to streamline RCM workflows using AI and automation.

**Action:** Collaborated with domain experts to identify key friction points. Designed automation solutions to handle repetitive back-office RCM tasks. Managed product roadmap and MVP experiments to validate impact.

**Result:** Reduced processing time for authorizations by 30% and improved claims accuracy, directly contributing to increased reimbursement efficiency for providers.

## Associate Product Manager                                June 2021 – June 2022
*Trukker Technologies, Bengaluru*

- **Situation:** In the MENA logistics market, despite substantial efforts, truck bookings were still not being made through the **Pulse** application. The challenge was to convert users from email and WhatsApp-based bookings to using the Pulse system.
- **Task:** My task was to improve **adoption of Pulse** for bookings in this market by developing a solution that would streamline the process and reduce reliance on sales team to punch in inquiries, creating orders to enhance team efficiency.
- **Action:** To address this challenge, I led the **product development** of an automated system that converted emails and WhatsApp messages into inquiries within our admin system, which were then confirmed as orders using AI. The system supported multilingual capabilities, making it easier for users in the MENA region to engage with the platform. This approach saved manual time spent by sales team and made the booking process more seamless.
- **Result:** As a result, the automated ordering system improved the **fulfillment rate by 20%**, allowing for smoother and more efficient operations, and encouraging greater adoption of the **Pulse app** for truck bookings. Monitored market trends in MENA logistics to adapt Pulse's **SaaS** features, **increasing adoption by 10%.**

## Product Manager                                June 2018 – June 2021
*Ontrack Technologies, Bengaluru*

Led the end-to-end development of Ontrack's Android bike rental application, overseeing backend integration and market entry strategies, which contributed to a 30% CAGR. Collaborated with cross-functional teams to align product offerings with user needs, enhancing customer satisfaction across rental, financing, and maintenance services.

## Previous Experience- Finance & Product Analyst                    August 2010 – June 2018

**Finance Professional (2010 – 2015):**

Led automation of credit analysis for corporate clients at **Bank of America** and **Moody's** by extracting financial data from PDFs using OCR—significantly reducing manual effort and turnaround time. Gained deep expertise in financial analysis, credit risk, and reporting.

**Product Analyst at Juspay (2015 – 2016):**

**Situation:** Juspay aimed to enhance **payment reliability** for top-tier clients like Amazon, Flipkart, and Swiggy, while reducing latency and drop-offs in high-volume digital transactions.

**Task:** Drive the development of a scalable and fault-tolerant payment orchestration platform that could optimize success rates, lower checkout friction, and support complex routing logic across multiple banks and payment gateways.

**Action:**

- o Collaborated with engineering and data science teams to design intelligent transaction routing logic using real-time performance metrics (**success rate, latency, cost-per-transaction**).
- o Defined product roadmap and success metrics for the orchestration engine, focusing on reducing checkout failures and latency.
- o Led integration with leading issuers, payment gateways, and UPI stacks to improve payment reliability.
- o Worked directly with **merchants** to gather feedback, align on SLAs, and iterate rapidly based on observed **funnel** data and drop-off points.
- o Implemented dashboards for real-time monitoring of transaction flows, failure patterns, and impact analysis.

**Result:**

- o Improved **payment success** rates by up to 6-8% for large merchants.
- o Reduced checkout time by 15-20%, directly impacting conversion rates.
- o Scaled platform to handle millions of transactions per day with high availability and minimal manual intervention.
- o Strengthened **Juspay's** position as a **high-trust payment partner** for India's largest e-commerce and delivery apps.

**Product Manager at Beeyam's Media (2016-2018)**

Led the development of **Zomato's in-app ad monetization** platform, implementing **CPM**, **CPC**, and **CPD** models to boost **campaign performance** and partner **ROI**. Collaborated with **e-commerce** brands like Flipkart to co-create targeted campaigns, optimize **CTR** through **A/B testing**, and expand reach via cross-channel integrations with Meta platforms. Leveraged analytics tools (**AppsFlyer**, **GA**, **Branch.io**) to track **ad performance** and drive data-backed improvements. Delivered a 30% uplift in ad revenue and established a scalable **monetization stream** aligned with business goals.

## Education and Certificates

| Master of Business Administration: Finance<br>*University of Pune - Pune, India* **2008 - 2010** | Bachelor of Commerce<br>*University of Pune - Pune, India* **2005 – 2007** |
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| **LangChain – Develop LLM-Powered Applications** Udemy | **Large Language Models, Transformers, and GPT**<br>SuperDataScience |
| **AWS Knowledge: Cloud Essentials** [AWS] | **AI Agents in LangGraph** – DeepLearning |
| **Build a Secure Google Cloud Network** Google | **Implement Load Balancing on Compute Engine Skill Badge**<br>Google |