Mohsinali Dharkhad

www.mohsinalidharkhad.com

MBA **IIM Calcutta**

Product **Interface.ai | Skit.ai**

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A results-driven Product Management leader with **12+ years of experience** in AI products, analytics, and cross-functional leadership. Skilled in building and scaling voice AI agents, chat AI agent, and employee-assist agents from concept to market, delivering impactful results in dynamic environments.

Interface.ai
Sep 2024 - Apr 2025
8 months

Lead Product Manager - AI Platform and Analytics
- Led the development of a scalable AI self-serve platform, including voicebots, Agentic RAG chatbots, and agent-assist tools, enabling clients to manage their AI solutions independently.
- Drove product analytics initiatives to empower internal and external stakeholders with actionable insights for data-driven decision-making.
- Partnered with Customer Success and Technical Account Management teams to maximize client ROI and retention through proactive product support and tailored solutions.

Skit.ai
May 2021 - Aug 2024
3 years 5 months

Associate Director of Product Management - AI Applications and analytics
- Spearheaded the development and growth of four flagship Voice AI products, owning the product roadmap, prioritization, performance, and adoption to drive business outcomes.
- Partnered with cross-functional teams to deliver real-time performance dashboards, enabling proactive churn management and enhancing customer retention.
- Defined product positioning, pricing, and GTM strategies in collaboration with Marketing and Sales to increase market penetration and revenue growth.
- Built and managed a cross-functional team of 5 to create a quick-onboarding, self-serve AI platform, improving operational efficiency and scalability.

Senior Product Manager
- Built and launched company's first flagship AI self-serve voicebot application, generating $800K in ARR within six months, establishing it as a cornerstone of the product suite.
- Reduced product time-to-live from 2 months to just 45 minutes, cutting resource needs by 90% and enabling faster customer onboarding.
- Led sprint planning, PRD creation, and backlog prioritization for the AI product suite, ensuring seamless alignment between business goals and technical execution.
- Partnered with UX/UI/CUX designers and engineering teams to deliver intuitive, user-friendly interfaces that enhanced customer satisfaction and adoption.
- Developed and tracked KPIs to monitor product performance, usage, and impact, iterating on insights to continuously improve product offerings.
- Conducted extensive market research, use-case analysis, and competitive benchmarking across 25+ use cases to set the product and GTM strategies.

Realization Technologies
May 2018 - May 2021
3 years 1 months

Senior Manager - Product Implementation and consulting
- Led the implementation of enterprise-scale project management solutions, aligning product features with client business objectives and ensuring seamless adoption.
- Defined client-specific product requirements, authored PRDs, and collaborated with engineering teams to deliver tailored solutions on time and within scope.
- Partnered with C-suite stakeholders to identify pain points, develop strategic roadmaps, and track KPIs, resulting in improved operational efficiency and 20% faster project delivery.

Siemens

Aug 2011 - Mar 2017
5 years 7 months

Senior Executive Engineer - Product development

- Product development and project management of compressors and managing customer requirements and technical compliance.
- Defining and measuring KPIs for different sub-functions to ensure quality and timely delivery.
- Created and reviewed standard operating procedures for various types of assignments.
- Worked in international cross-functional, cross-cultural team settings.

Education

Post Graduate Diploma in Management (MBA)
Indian Institue of Management Calcutta (IIM Calcutta)
Apr 2017 to Mar 2018

Bachelor of Engineering in Mechanical Engineering
North Gujarat University
Jul 2007 to May 2011

Software Literacy

- **Product Management:** Jira, Figma, Productboard, Whimsical
- **Rapid Prototyping**: Cursor, Replit, Streamlit
- **Programming/AI/Data science**: Python, R, SQL, Knime
- **Visualization**: Metabase, Superset, Tableau

Certifications

- Python Programming Toolbox
- AWS Certified Cloud Practitioner
- Machine learning Scientist Track with R
- Data Scientist Track with R
- Data Analyst Track with R

Extra-curriculars

- One of the 9 campus finalists (out of 574 teams) in case competition in TRBS- 2017 at IIM Ahmedabad.
- One of the 5 campus Finalists (out of 518 teams) in case competition in Advaita- 2017 at ISB.
- Initiated GATE club for the department of Mechanical Engineering in college.
- Convener of TechEnigma-2008, a national level technical festival of S.P. College of Engineering, Gujarat.
- In-6 player of IIMC Volleyball Team. Represented schools and colleges in volleyball tournament at various levels.
- Member of Lakeside Lens Lover - an IIM Calcutta Photography club.