



# Mohsinali Dharkhad

[www.mohsinalidharkhad.com](http://www.mohsinalidharkhad.com)

MBA IIM Calcutta

Product Interface.ai | Skit.ai

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Bangalore, India

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

## Interface.ai

Sep 2024 - Present

### Lead Product Manager - AI Platform and Analytics

- Leading 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.
- Driving product analytics initiatives to empower internal and external stakeholders with actionable insights for data-driven decision-making.
- Partnering 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
- **Prototyping:** Replit, Streamlit, V0.dev
- **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.