

ADITI BHANDARI

Product Manager | Generative AI Platforms and Governance

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Product Manager with expertise in building 0 → 1 AI platforms, intelligent software products, and data-driven systems at scale. Broad experience in CXM, Healthcare, Agentic AI and governance. Passionate about turning complex business problems into simple product solutions, with a proven ability to lead and deliver in uncertain, fast-moving environments.

WORK EXPERIENCE



Product Manager – Platform Leadership | Jun 2025 - Present

Building AI+ Studio, Sprinklr's enterprise AI platform that enables teams to build, deploy, govern, evaluate, and monitor AI applications at scale.

Learn more: <https://www.sprinklr.com/products/platform/ai-plus-studio/>

- ◆ **AI Platform:** Led execution of AI+ Studio from an early concept into Sprinklr's centralized AI platform, now enabling **1,200+ customer accounts** to build and manage AI applications across products.
- ◆ **AI Orchestration & Workflow Builder:** Built a unified platform for prompt management, workflow orchestration, deployment, experimentation, and bulk testing, accelerating AI development by ~73% while enabling customers to independently **customize AI use cases, reducing support tickets by 82%**.
- ◆ **Model Management:** Centralized multi-provider LLMs, customer-hosted LLMs, and model governance. Introduced **feature-level model restrictions**, token controls, usage analytics, and bulk model migrations, preventing **\$10M+ in AI costs** while optimizing avg enterprise AI spend by ~35%.
- ◆ **AI Reliability:** Architected **Smart Runtime Routing** to automatically recover from provider outages and eliminate latency spikes through intelligent model selection per request, balancing task complexity, cost, & latency, reducing **failure rate from 61% to ~0%** while improving **P95 latency by 56%**.
- ◆ **AI Evaluation Frameworks:** Developed a self-improving AI evaluation framework combining automated evaluation, human feedback, and AI-powered recommendations to continuously improve both response quality and accuracy over time, while **reducing evaluation time from ~3 weeks to ~7 mins**
- ◆ **AI Safety & Compliance:** Established enterprise AI safety with configurable guardrails, AI/regex-based PII masking, regional data residency, and AI reporting for usage, cost, and error monitoring, **securing 100% of GenAI requests** across AI use-cases and AI agents.
- ◆ **Enterprise Controls:** Implemented rollout governance, RBAC, feature management, and user-level access controls, **150+ previously hesitant customers** to confidently adopt GenAI, protecting **\$50M+ in enterprise ARR**.

Associate Product Manager | Sr. Product Analyst | May 2023 - May 2025

- ◆ **AI+ Studio (0→1):** Defined the platform vision through customer research, competitive analysis, and MVP planning, validating product direction with 22 enterprise customers, establishing **early product-market fit**.
- ◆ **Digital Twin:** Designed one of Sprinklr's flagship AI innovations, enabling organizations to create AI versions of their brand and teams; delivered across 8 engineering pods in just one month
- ◆ **Insights Hub:** Developed an AI tool that auto-generated root cause analyses (RCAs) of customer cases and surfaced actionable insights, **reducing case conversation volume by approximately 33%**.
- ◆ **CXM AI Products:** Owned product experience for three CXM products - Quality Management, Conversational Analytics, and Agent Assist - delivering high-adoption features that accelerated case resolution time by approximately 40% from initiation to closure.



Product Designer | May 2021 - April 2023

- ◆ **P-360:** Owned key experiences for one of Innovaccer's top revenue product, used by 100K+ care managers, **reducing time spent per patient by ~25%**
- ◆ **Clinical workflows:** Reimagined note-taking, one of the most frequent care manager workflows, driving 43% higher usage and 56% increase in USAT
- ◆ **Patient Experience:** Designed patient-facing mobile experiences for care plans, appointments, and health tracking, improving care-plan adherence by 30% and patient engagement.
- ◆ **New product areas:** Designed solutions across Revenue Cycle Management and Life Sciences, translating complex healthcare workflows into intuitive product experiences, showcased at HIMSS 2021, directly influencing multi-million dollar deals.

EDUCATION

The LNM Institute of Information Technology

Bachelor of Technology in Electronics and Communication Engineering

AWARDS AND RECOGNITION

- ◆ **Top Performer - Ranked 1 of 200+ PMs** globally for delivering high-impact generative AI innovation across Sprinklr (2025).
- ◆ Recognized for Digital Twin design at CX Unifiers 2025 as cutting-edge AI innovation of the year.

SKILLS AND INTERESTS

Product & Strategy: Product Discovery, Execution, Metrics & Analytics (KPIs/OKRs), GTM and Growth Strategy, Agile/Scrum Planning, AI Infrastructure
AI Technology: Generative AI (LLMs, Prompt Engineering, RAG), Conversational AI, AI Trust & Accuracy (Hallucination Reduction, PII Masking, Guardrails), Rate Limits, External Model Integrations (APIs), Responsible AI Practices, AI-driven Insights, Copilot/Agentic AI
Soft Skills: Cross Team Collaboration, Stakeholder Management, Strategic Thinking, Problem-Solving & Critical Thinking, Communication