

VAISHNAVI UPADHYAY

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SUMMARY

Product Manager with 6+ years of experience driving quality, risk, and governance outcomes for AI-driven, partner-facing platforms at enterprise scale. Proven track record building measurement frameworks, telemetry-based risk visibility, and automated governance checks that increased platform deployment success rates by 20% and reduced manual configuration by 40%. Skilled at translating ambiguous, cross-functional problems into scalable, data-driven product solutions with Engineering, Data Science, and UX, with strong AI/ML and agentic systems fluency and a builder mindset for fast-paced environments.

EXPERIENCE

Product Manager

Zoho Corporation Pvt Ltd | Chennai, India

Aug 2022 - Present

- Own governance, compliance, and role-based access control frameworks for Partner Relationship Management integrations across 500+ enterprise partners, building automated governance checks and compliance interfaces that reduced risk exposure and improved partner onboarding efficiency by 30%.
- Lead AI strategy and feature delivery for Zia, Zoho's AI assistant, using telemetry, usage analytics, and A/B experimentation to identify risk and adoption issues and drive product decisions, reducing manual configuration by 40%.
- Own the roadmap for an AI platform and self-service developer studio for partners and developers, empowering 160+ developer teams to build and launch vertical-specific applications and CRM extensions through self-service tools, APIs, and SDKs, while defining Critical User Journeys and PRDs.
- Partner daily with distributed Engineering, UX, and security teams to translate ambiguous platform and data-risk problems into reliable, scalable operational tools, accelerating cross-team consensus and cutting rework on shared components.
- Brief senior leadership on platform strategy, risk posture, and migration roadmaps, securing executive buy-in and cross-functional alignment on solutions built for global scale.

Member of Technical Staff - Product Quality

Zoho Corporation Pvt Ltd | Chennai, India

Aug 2018 - Aug 2022

- Directed quality management and risk validation strategy for the ZIA AI platform's integration pipelines, building governance checks and reliability frameworks that increased deployment success rates by 20% through data-driven, platform-level analysis.
- Managed technical lifecycle and integration architecture across 5+ Zoho products, ensuring reliable, high-throughput, and secure delivery of consumer-facing and partner-facing platform features.
- Partnered with Engineering and UX on user research to map Critical User Journeys and surface adoption risks in high-stakes data integration flows, feeding insights back into platform quality and satisfaction metrics.

Software Engineer in Test (QA)

Caratlane Trading Pvt Ltd | Chennai, India

Jul 2017 - Jul 2018

- Performed business analysis and structured risk/quality testing for the Titan Eyeplus e-commerce platform, defining test methodology, scope, and requirements alongside business and product teams.
- Drove new product development initiatives with a 15-person developer team on releases contributing to a 25% month-over-month revenue increase in FY19.

EDUCATION

Executive Programme in General Management - IIM Calcutta - Ongoing, expected April 2027

Bachelor of Engineering - VIT Indore (RGPV University) - May 2013

CERTIFICATIONS

Google Product Expert Program - Platinum Contributor (2019 - Present)

- Recognized for sustained, high-quality contributions to Google's product community for 6+ years.

SKILLS

- Trust, Safety, Risk & Governance • Access Controls, Compliance & Data Privacy
- Quality & Risk Validation Frameworks • Platform Reliability & Deployment Success
- AI/ML & Agentic Systems Integration • Telemetry, A/B Testing & Data-Driven Decisions
- Cross-Functional Leadership (Engineering, UX, Data Science) • CUJ / JTBD & PRD Definition
- Partner & Developer Platform Management (APIs & SDKs) • 0-to-1 Execution & Platform Migration
- Structured Problem Solving in Ambiguous, Fast-Paced Environments • Hackathon Organization & AI Prototyping