RESHMA SINGH

AI Product Manager | AI Agents, LLM Evals & Integrations | Enterprise Client Products
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SKILLS

Product Ownership	End-to-End Product Ownership (Client Problem → Measurable Outcome), Client Discovery & Workflow Mapping, Problem Framing, Rapid Problem-to-Prototype-to-Production Delivery, 0-to-1 Product Development, A/B Testing, BRD/FSD Requirements
Clients & Teams	Enterprise Client Partnership, Executive Stakeholder Management, Cross-Functional Team Lead (160+), Engineering Partnership, Customer Servicing & Support Journeys, Client Workshops & Onsite Discovery
AI Agents & LLMs	AI Agent Behavior & Guardrails, AI Agents, AI Workflow Automation, RAG, LLM Evaluation (Evals), Prompt Engineering, Hallucination Guardrails, LLM Applications, Generative AI, AI Agent Deployment & Post-Implementation Tuning, Fixed-Set Regression Testing, Model-Agnostic Agent Deployment
Voice & Conversational AI	Voice AI Evaluation & Tuning, Test-Call Scoring & Failure Analysis, Human Handoff & Escalation Design, Support Call Automation, ElevenLabs (Voice AI), Wispr Flow (Voice Dictation), Conversational AI, RAG-based Q&A
AI Tools	Claude Code, Claude Cowork, Claude Managed Agents, Anthropic, OpenAI, LangChain, Azure OpenAI, GPT-ASTRA, Google Gemini, NotebookLM, Perplexity, Devin
Technical & Integrations	API Integrations, Third-Party & Vendor Integrations, Root-Cause Analysis with Engineering, Enterprise Data Platforms, Analytics Dashboards, Debugging & Issue Triage with Engineering
Outcome Metrics	Automation & Adoption Metrics, Answer Accuracy (Evals), CSAT, Revenue & Client ROI, Business Case Development, KPI & Success Metrics, AI Agent Scorecards & Benchmarks
Design & Media	Claude Design, Figma Wireframing & Prototyping, Design Thinking, Nano Banana, ChatGPT Images 2.0, Higgsfield, Kling, Seedance
Delivery & Governance	Agile/Kanban/SAFe, JIRA, Confluence, Responsible AI Governance, Role-Based Access Control, Regulatory & Compliance Governance (KYC/AML)

EXPERIENCE

Infosys Consulting — New York, USA
Senior Manager, Enterprise Product & Platform Management — *Oct 2021 – Present*

- Designed enterprise AI operating models for Fortune 500 financial institutions across 4+ engagements — **Agentic AI Operating Model, GenAI Marketing Strategy, First-Party Data Strategy, and AI Reconciliation Framework** — assessing AI readiness and identifying high-value AI opportunities.
- Ran **LLM evaluation and prompt engineering** for an internal **RAG retrieval tool** launched to **all 5,000 employees** in 3 months — built an evals framework with **200+ colleagues across 5 geographies** running **1,000+ test prompts**, cutting **wrong-document retrievals from ~100 to zero**.

American Express – *via Infosys Consulting* — New York, USA
Senior Program Manager — AENB Corporate Card Platform Migration — *Apr 2026 – Present*

- Drove **AI workflow automation with LangChain and Azure OpenAI**, applying agentic AI patterns to delivery governance for a **30-product corporate card migration** onto American Express National Bank (AENB) infrastructure since April 2026.
- Replaced fragmented status tracking across **30+ workstreams** with one real-time executive source of truth in 6 months.
- Ran governance end to end — status reporting, risk and dependency tracking, escalations — across 30+ workstreams.
- Defined go-live readiness criteria for all **30 products** with Treasury and Compliance, cutting rework from premature launches and keeping every workstream behind its dependencies.

American Express – *via Infosys Consulting* — New York, USA
Senior Product Manager — Status Tracking & Program Hierarchy — *Nov 2025 – Mar 2026*

- Launched **AI-powered predictive analytics dashboards** that replaced static, manual reporting on the Status Tracking platform, driving adoption and engagement across a **25,000+ user base in 22 global markets** within 3 months of launch.
- Owned vision, roadmap, and end-to-end delivery for two legacy platforms, consolidating **15 years of fragmented legacy data** into a single trusted data platform serving 22 markets in a 5-month build.
- Shipped role-based access controls with engineering teams across **6 time zones** (US, UK, India), closing a long-standing governance gap for 25,000+ users within the same 5-month engagement.
- Partnered with servicing, compliance, and engineering to diagnose root causes behind years of unresolved data and compliance issues across 22 markets, feeding fixes into one roadmap for both platforms.

Fiserv – *via Infosys Consulting* Berkeley Heights, New Jersey, USA
Operations Transformation Lead — Card Manufacturing Lean Transformation *Jul 2025 – Oct 2025*

- Ran discovery across **6 facilities and 12 workstreams** — site visits, operator interviews, KPI analysis — in 4 months.
- Documented current-state **Value Stream Maps** for all 6 facilities, surfacing waste invisible in headquarters-level reporting.
- Designed a future-state operating model and modernization roadmap **adopted by all 6 sites** by October 2025.
- Partnered with plant operators and site leads to validate findings and build buy-in before rollout across all 6 sites.

American Express – *via Infosys Consulting* Gurugram, India
Product Manager — India Data Localization (Third-Party & Vendor Integration) *May 2023 – Jun 2025*

- Migrated **45+ enterprise applications and third-party vendor partners** into a compliant data warehouse over 2 years, hitting every compliance milestone against a fixed government deadline.
- Built a prioritization framework weighing regulatory criticality, vendor readiness, and value across 45+ migrations.
- Mapped dependencies across 45+ applications with business, compliance, architecture, and vendor stakeholders.
- Sequenced vendor migrations to keep live Card and Payments traffic running throughout the 2-year program.

Vanguard – *via Infosys Consulting* Pune, India
Product Manager — Digital Transformation *Oct 2021 – Apr 2023*

- Redesigned enrollment and investment journeys, **raising CSAT from 30 to 55 across 10,000+ users** in 18 months.
- Led a **160+ member cross-functional team** (engineering, design, business) across 3 US time zones in a SAFe Agile model, shipping both modernized journeys on a single roadmap over 18 months.
- Prioritized a **90+ story backlog** by customer impact to deliver the 25-point CSAT gain within 18 months.
- Mapped current- and future-state workflows, replacing fragmented manual handoffs with a target-state process.

FOUNDER EXPERIENCE

Sri Mitra India (Srimitra) Patna · Pune · Jaipur, India
Founder

- Founded and built a **web and app platform** creating equal opportunity for children in child care homes, scaling to **30 homes and 20 vendor partners across 3 cities**, funded by **private investment** and a **2021 grant from the US Consulate General, Kolkata**.

INDEPENDENT AI PRODUCT BUILDS (reshma-singh.netlify.app)

Zero-to-one agentic AI product concepts designed and built end to end, from architecture through UX, using Claude Code, Anthropic, OpenAI, GPT-ASTRA, Muse, Higgsfield, and ElevenLabs.

- **Agent Checkout Guardrails** — agentic commerce prototype where user-set rules approve, escalate to the user, or block every purchase an AI agent makes, with a receipt explaining each decision (live prototype)
- **Voice Agent Scorecard** — live-call demo evaluating a voice AI agent's performance (watch the demo)
- **Self-Serve Expansion Agent** — agent that reasons over contract and usage data to recommend either a self-serve upgrade or a warm handoff to sales (case study)
- **Cash Optimization Agent** — idle-cash advisor for web and mobile that spots idle balances and surfaces Reg BI-aware options clients opt into, with advisor handoff for complex cases (demo)
- **Growth Copilot** — four-tab agentic copilot for community bank marketing teams, combining best-next-offer targeting, household insights, compliance review, and data-quality monitoring (prototype)

EDUCATION

Prin. L. N. Welingkar Institute of Management Mumbai, India
MBA, Marketing & Finance *2015 – 2017*

Guru Gobind Singh Indraprastha University New Delhi, India
Bachelor of Business Administration (BBA) *2011 – 2014*

CERTIFICATIONS & ACHIEVEMENTS

- **Claude Certified Architect, Foundations (CCA-F)** — Anthropic (in progress, 2026)
- **Claude Certified Associate, Foundations (CCAO-F)** — Anthropic (in progress, 2026)
- **Certified SAFe Product Owner/Product Manager** and **SAFe Agilist** — Scaled Agile
- **Performance Excellence Award** (2026) • **Insta Award — Best Performer for POVs and RFPs** (2025)